

Key Employee Transitions

You spend so much time and money hiring and training employees. What happens to all that knowledge when they transfer...or leave? Have you ever had a really critical employee transfer to another part of your business, or simply walk out the door...and everyone is left wondering how they did their job, or how to access what they knew? When a Key Employee transfers within your company, or prepares to leave to pursue other opportunities, it is critical that you find a way to capture the knowledge that the employee has accumulated, and which is critical to the performance of that role in the business. Often during such a transition, specific knowledge about a role's needs and expectations falls through the cracks. Failure to capture this knowledge can have disastrous consequences for your business. There are two kinds of knowledge that must be captured; explicit and tacit. 'Explicit' knowledge is the what the new sales strategy, the work process, the partnership agreement. 'Tacit' knowledge is the "how" what was the rationale and the history behind that sales strategy, how is work actually done within that process, how does that partnership really work? Key Employee Knowledge Capture is a process whereby business critical Intellectual Capital can be rapidly secured and re-assimilated into your business. Knowledge that should be retained generally falls into the following categories: Relational / Network Knowledge Social Capital : The how, why, and who to work with to be effective; how to build strong relationships; how to create credibility, and how to develop the ability to influence decisions Organizational Knowledge Operational and cultural knowledge of how to get things done Technical / Scientific Knowledge Particular tactical or strategic expertise and know-how in a functional or scientific area Industry / Business Knowledge Particularly relevant, or strategic knowledge of business / industry environment The Key Employee Knowledge Capture process will help you deconstruct the role of the employee. This will enable you to quickly determine the essential knowledge that will be critical for the new person as he / she assumes the position. The completed process will:

- Result in the capture and transfer of business-critical knowledge
 - Ensure the protection of intellectual capital
 - Accelerate the learning curve of the individual and / or team who will be taking over a role or responsibility
- Advantage Consulting's Key Employee Knowledge Capture process can help you keep your Intellectual Capital right where it belongs with you!! We also offer training and consulting in organizing Strategic Lessons Learned sessions: After completing any project or process, individual team members have acquired certain 'tacit' knowledge that will make them more effective the next time they approach a similar project. A Lessons Learned session is a process to 'debrief' a team to surface and document important tacit knowledge that will be valuable to future teams, and for the benefit of others who will undertake similar projects.