

## EFFECTIVE KNOWLEDGE TRANSFER

**“You can’t replace the wisdom gathered over many years, but you can reduce the amount of time it takes someone to begin acting wisely.”**

The Knowledge Transfer workshop is a tools-based approach to continuity and communication designed to give your internal experts a straight-forward way to share what they know. Knowledge Transfer helps employees at all levels deliver effective on-the-job training. Originally developed for Microsoft, Knowledge Transfer has helped thousands of people and teams cross-train, bring new staff up to speed, and prepare for retirement – quickly and efficiently. Suitable for anyone at any level of your business who is responsible, either formally or informally, for mentoring other employees, this workshop uses plain language and practical tools that can be put to work right away. The Knowledge Transfer program gets results!

This fast-paced workshop presents clear, simple strategies and techniques developed to help you get the most out of your knowledge transfer efforts. You’ll leave with the beginnings of a Skill Development Plan, knowing effective training skills, and equipped with tools that can be put to work immediately and tailored to your talent management needs. Knowledge Transfer is ideal for bringing new hires on board, for easing mid-career transitions, and for effectively managing the succession process as individuals near retirement.

### **“You can learn much from those you lead.”**

Participants will find out what it takes to teach their jobs to others, how to foster a culture of learning, and how reciprocal mentoring can strengthen the organization. You’ll learn what best practices can guide your knowledge transfer program, along with effective tools for beginning or improving your efforts. Specific topics include:

- **Roles in Knowledge Transfer:** Who is responsible for what?
- **Managing Communication:** How do I stay in touch and still get my own job done?
- **Focusing on the Most Important Information:** Where do I start?
- **Telling What You Know:** How much should I cover?
- **Leveraging Learning Styles:** What if we aren’t on the same page?
- **Assessing Knowledge Transfer:** How do I know if they are learning anything?
- **Giving and Getting Feedback:** When and how should I say what I am thinking?
- **Developing an Action Plan:** What am I going to do with what I’ve learned?

### **STRONG FACILITATION DELIVERS OUTSTANDING RESULTS**

**Steve Trautman** developed the Knowledge Transfer Workshop as a Project Manager for Microsoft in the early 90s. Formerly called Peer Mentoring, for over 15 years these workshops have helped thousands of employees, business leaders, and managers improve the ways in which they communicate, transfer knowledge and deliver on-the-job training.



Steve founded one of the earliest training departments at Microsoft and has since delivered mentoring programs for Electronic Arts (EA), Boeing, Nordstrom, Nike, Intel, U.S. Army, Navy and Air Force. Steve is the author of *Teach What You Know: A Practical Leader’s Guide to Knowledge Transfer and Peer Mentoring* and *The Executive Guide to High Impact Talent Management and Powerful Tools for Leveraging a Changing Workforce* (spring, 2011).

### **SCHEDULE AND PRICING**

TIME & LOCATION	PORTLAND SESSIONS	PARTICIPANT PRICING	
8:30AM - 4:30PM — Lunch provided 5300 Meadows Road First Floor Oaks Room Lake Oswego, OR 97035	Spring Session - April 28, 2011	6 or more	\$545
	Summer Session - July 28, 2011	3 to 5	\$595
	Fall Session - November 17, 2011	1 to 2	\$645

Session dates, times and facilitators may change without prior notice.

