

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 one-day ‘how-to’ workshop 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 at Microsoft for extremely busy—sometimes reluctant—engineers, the workshop 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 along with fifteen proven tools that can be put to work right away.

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. The Knowledge Transfer Workshop is ideal for bringing new hires on board, for easing mid-career transitions, and for effectively managing the succession process as individuals near retirement.

Knowledge Transfer—Quick and Clear

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. Attendees routinely leave the workshop saying it was the best training they’ve ever taken. Specific topics include:

- **Roles in Knowledge Transfer:** How do I clarify roles and define 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:** How do I explain the “Big Picture?”
- **Ramp-up to Productivity:** How do I complete and teach a Skill Development Plan?
- **Overcoming Generational/Learning-Boundaries:** What if we aren’t on the same page?
- **Assessing Knowledge Transfer:** How can I ensure key knowledge has been transferred?
- **Developing an Action Plan:** How can I make knowledge transfer happen every day?

STRONG FACILITATION DELIVERS OUTSTANDING RESULTS

Steve Trautman is corporate America’s leading knowledge transfer expert. For more than two decades, he has provided executives at blue-chip companies and those in the nonprofit and public sectors with the simplest, most relevant and quick solutions for knowledge transfer. His pioneering work in the field of knowledge transfer and related risk management tools—which he began at Microsoft in the early 1990s—is now the nationally-recognized gold standard used by companies ranging from Boeing to Nike, Kraft to Zynga.



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: Powerful Tools for Leveraging a Changing Workforce*.

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.

