

PEER MENTORING: 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."

Peer Mentoring is a tools-based approach to knowledge transfer and communication designed to give your internal experts a straight-forward way to share what they know. Peer Mentoring helps employees at all levels deliver effective on-the-job training. Originally developed for Microsoft, Peer Mentoring has helped thousands of people and teams cross-train, transfer knowledge and bring new staff up to speed – 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. Peer mentoring gets results!

This fast-paced workshop addresses the critical importance of mentoring by presenting clear and simple strategies and techniques developed to help you get the most out of your mentoring efforts. You'll leave knowing effective training skills and content you can put to work immediately, along with tools you can tailor to meet the specific needs of your business and your culture. Peer mentoring 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 become a mentor, how to foster a culture of learning, and how reciprocal mentoring can strengthen your organization. You'll leave knowing what best practices can guide your mentoring program, along with effective tools for beginning or improving your mentoring. Specific topics include:

- **Roles in Peer Mentoring:** 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 Peer Mentoring Workshop as a Project Manager for Microsoft in the early 90s. 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*.



REGISTRATION AND PRICING

TIME & LOCATION

8:30AM - 4:30PM—Lunch provided
5300 Meadows Road
First Floor Oaks Room
Lake Oswego, OR 97035

PORTLAND PROGRAMS

Spring Session - April 22, 2010
Summer Session - July 7, 2010
Fall Session - November 18, 2010

In-house sessions are also available. Contact us for details.

PARTICIPANT PRICING

\$645 per person