

3-step Knowledge Transfer



IDENTIFY RISK

Knowledge Silo Matrix

STEP 1

The KSM assesses risk.

Name	Priority:	Silo					
		Silo 1	Silo 2	Silo 3	Silo 4	Silo 5	Silo 6
Employee 1	1	4	3	2	4	1	
Employee 2	1	4	3	2	4	1	
Employee 3	1	4	3	2	4	1	
Employee 4	1	4	3	2	4	1	
Employee 5	1	4	3	2	4	1	
Employee 6	1	4	3	2	4	1	
Employee 7	1	4	3	2	4	1	
Employee 8	1	4	3	2	4	1	
Employee 9	1	4	3	2	4	1	
Employee 10	1	4	3	2	4	1	

- Expert to be Replicated
- Consistent with Expert
- Actively Learning
- Not Working in that Silo
- Risk

- What are the areas of expertise or "silos" that are needed in your organization?
- Who is the expert setting the standard for each silo?
- Do you have enough backup?
- What is the risk you'll have insufficient backups 1-3 years from now?



CREATE A PLAN

Skill Development Plan

STEP 2

The SDP creates a measurable path to reduce risk.

Skill	Sequence	Test Questions	Date	Resources
Write a...	1	1, 2, 3, 5	May 10	Specific documentation at location...
Design a...	2	1, 2, 3, 8	May 17	formal training date
Build a relationship with...	3	3, 4, 7, 8, 14	May 19	name of an expert
Lead...meeting	4	1, 2, 9	May 25	specific template
Troubleshoot...	5	2, 5, 7, 14, 20	May 28	samples at this location...



LEARN TO ACT ON PLAN

Knowledge Transfer Workshop

STEP 3

The KTW provides 15 tools to support experts, apprentices and managers.

- Define roles and clarify expectations
- Stay in touch while still getting your regular work done
- Clarify and cover "the basics" first
- Explain the "big picture"
- Write and be held accountable to a Skill Development Plan
- Teach across generational and learning style boundaries
- Test to ensure wisdom and tacit knowledge have been transferred
- Give feedback on the resulting work



The Steve Trautman Co.™
Knowledge Transfer, Quick and Clear



↓ Download these white papers from our website:

Knowledge Transfer Strategy: The Key to the “People Part” of Your Existing Business Strategy

Knowledge Transfer: Preserving Your Secret Sauce

 www.stevetrautman.com

 info@stevetrautman.com

 206.547.1775

At Steve Trautman, Co., we are knowledge transfer experts. We provide business executives with the simplest, most relevant and quick solutions for knowledge transfer.

Knowledge transfer is more than just on-the-job training. It is also replicating the expertise, wisdom and tacit knowledge of critical professionals into the heads and hands of their coworkers.

For nearly two decades our proven tools have helped Fortune 500s and 1000s — in industries such as high tech, finance, manufacturing, energy, and communications assess risk, internally share knowledge, and reduce the loss of talent and experience.

What sets us apart from other firms working in knowledge transfer is our ultra-clear, practical framework for risk management in the areas of human capital and workforce talent—and our nearly 20 years of experience. We know knowledge transfer.

Founder and Principal Steve Trautman has been a pioneer of the field since the early 1990s,

when he developed the first company-wide knowledge transfer program (then called Peer Mentoring) for engineers at Microsoft. Today his 3-step Knowledge Transfer Solution is the recognized gold standard for corporate America.

Large scale and enterprise-wide projects have been rolled out for blue chip clients such as Boeing, Nike, Microsoft, BP, Costco, Kraft, US Steel, Goodyear, Honeywell, & more.

Steve speaks internationally on a variety of topics on knowledge transfer, and his 3-step process to assess and reduce talent

management risk is the simplest, most practical solution offered in the industry.

Steve is the author of two books: *The Executive Guide to High-Impact Talent Management* (co-authored with David DeLong) and *Teach What You Know: The Practical Leader's Guide to Knowledge Transfer*.

We typically retain and cross-train more than 90% of a company's unique knowledge.

We typically cut by 50% the ramp-up to productivity of new employees.