



# Replicate your top talent.

As an executive, you care about having the right talent to execute your strategy and achieve your business goals. So do we.

As part of the 3-step Knowledge Transfer Solution, our Workshop gives you 15 proven techniques to transfer an expert's information, know-how, and tacit knowledge to their apprentice coworkers—while the mentor maintains a regular workload.

Written originally for scientists and engineers, the tone of this workshop is 100% straightforward, get-it-done advice that has been tested and refined in the real world; no Koosh balls, no group hugs, and no singing Kumbayah.

With over 20 years experience and a global client list, we offer simple tools that produce measurable change even for those who are not “people” people.



The Knowledge Transfer Workshop is a 2 day “how-to” workshop. It helps:

- Your busiest technical experts break their roles into manageable chunks, teach with deference to learning styles, test to ensure learning and give feedback on the resulting work.
- Apprentices take responsibility and drive their own learning in a methodical, measurable way.
- Managers support the process, prioritize this work relative to their employees’ “day job” and hold their teams accountable for results.

# Knowledge Transfer Workshop



The following **Knowledge Transfer Tools** are offered through the one and two-day versions of the workshop

| TOOL  | DESCRIPTION   |
|---|---|
| Role Definition Worksheets                      | Used to establish the differences between the role of the peer mentor and the manager, and to give the apprentice tips for how to be successful.                |
| <b>First Meeting Template</b>                   | Sometimes called the “triangle meeting” between the manager, the peer mentor, and the apprentice. Used to set expectations, clarify roles, and set goals.       |
| <b>Handshake E-Mail Worksheet</b>               | If I’m on the “to:” line and you put “action” in the subject line, plus what you want from me and when, in the first part of the body, I’ll respond in one day. |
| Telling About Yourself Worksheet                | Defining best ways to stay in touch, handle interruptions, communicate progress, and still get your day job done.   |
| Status Report Template                          | What did you say you would do? What did you do? What help do you need? What are you going to do next?   |
| Anatomy of a Problem-Solving Question Worksheet | The best way to organize a question before asking it.   |
| <b>Air, Food, and Water Worksheet</b>           | The foundational information needed at the beginning, before diving into content.   |
| <b>The Big Picture Worksheet</b>                | The explanation of how new content fits into the job, the customer relationship, the rest of the organization, etc.   |
| <b>Skill Development Plan Template</b>          | List of skills, sequence, measure of success, timing, resources available.  |
| 5-Minute Meeting Plan                           | Organize a task or skill to be taught before beginning to teach.  |
| 6 Steps to Demo a Task                          | Give a reason, say what you will do, demo at normal pace, demo again adding logic, ask for paraphrase, provide practice.  |
| Assessment Questions                            | Tell me what you already know about. Tell me what you heard me say. Tell me what you’re going to do now.  |
| Learning Styles Model                           | What? How does it work? Why? What if? and how to teach to each different learning style.  |
| Feedback Model                                  | I noticed that ... The impact is ... I have some suggestions; do you want to hear them now? My recommendation is ...  |

Note: Organizations using the five **bolded tools** above have consistently reduced ramp-up to productivity for their new employees by **50%**