Working Knowledge CSP
Concept | Strategy | Practice
Knowledge at the Point of Execution®

Losing Your Minds?
Capturing, Retaining, and Leveraging Organizational Knowledge

Losing Critical Personal and Organizational Subject Matter Expertise Jeopardizes Mission Success

Organizations face serious challenges from workforce turnover and the resulting knowledge loss as increasing numbers of knowledgeable, experienced leadership and workforce professionals retire, change careers, or transition into new roles and responsibilities. The situation is even more critical because there is not always a sizable and equally knowledgeable pool of successors to replace them.

When people leave, critical knowledge, accumulated training, experience, and insight leave with them. These losses pose immediate and long-term risks to mission success in critical business and operational environments – _unless_ you have a reliable knowledge preservation solution.

**Protect Critical Knowledge
During Leadership and Workforce Turnover**

- **Retain your organization's critical knowledge, training, experience, and insight**
- **Create and foster a dynamic capture, sharing, and reuse culture**
- **Effectively transfer critical and relevant knowledge to new leadership and workforce**
- **Turn experience and learned lessons into reusable knowledge**
- **Ensure real-time access to key knowledge and practices as they emerge**
- **Establish communities of practice across your organization**
- **Apply proven knowledge management concepts, strategy, and implementing practices**

Addressing the Challenge: Three Phase Solution

Effectively mitigating the operational and business risk from the loss of critical knowledge requires that you:

1. Understand the dynamics of your workforce and culture with respect to your unique turnover factors

2. Understand how your organization captures, adapts, transfers, and reuses its relevant and critical knowledge in achieving its mission

3. Develop and enable a sustainable implementation concept, strategy, and operating practices to ensure that your organization not only retains relevant and critical subject matter knowledge, but also transfers that knowledge to incoming subject matter professionals at both the leadership and workforce levels.

Working Knowledge^CSP works with you to address your knowledge loss and retention challenges and to provide an effective, sustainable, and context relevant solution.

Phase 1: Understand Your Organization's Workforce Dynamics and Turnover Factors

Knowing why people join, remain and leave your workforce is an essential prerequisite to understanding the larger challenge of workforce turnover and knowledge loss in your organization.

Knowledge at the Point of Execution®

Phase 2: *Assess Your Knowledge Leadership and Knowledge Management (KM) Maturity*

Through a proprietary and successfully demonstrated 6 Step KM assessment model, Working Knowledge^{CSP} works with you to help you to understand your organization's readiness to develop and deploy a sustainable capability to capture, adapt, transfer, and reuse your critical knowledge – a capability that will measurably mitigate the risk of knowledge loss when made an integral part of your operating and business processes.

Phase 3: Risk Mitigation

Once you understand workforce turnover in the context of your organization, and your KM maturity relative to the attributes needed to successfully develop and deploy realistic KM concepts, strategies, and operating practices, we co-deliver with you a KM solution for mitigating the risk to mission performance from workforce turnover and critical knowledge loss.

Building a Sustainable Knowledge Capture, Retention, and Reuse Framework

Working Knowledge^{CSP} will teach you three structured *Fast Learning* processes: learning before, learning during, and learning after tasks or projects. These proven processes give teams and individuals access to their most relevant and powerful experience and learned lessons – in real time. The processes produce immediate benefits because you reinvest the key knowledge and effective practices as they emerge, into your day to day operations. Knowledge gains are then rapidly codified and organized into an easily searchable and web-accessible knowledge base from which current and future individuals and teams can benefit.

By embedding *Fast Learning* into the way your organization operates, you will become more successful at leveraging "what you know about what you do" – right away. We collaborate with you to help you to create and to foster a sustainable capture, sharing, and reuse culture supported by your existing technology and the creation of communities of practice to more effectively move knowledge across the boundaries of your organization.

Value to You

- A powerful, simple set of integrated core KM practices, which are easily understood, supported, and performed on the job, resulting in an embedded, sustainable way of working.

- Identification and rapid leveraging of effective practices and learned lessons through the integration of people, processes, and enabling technology supporting the capture and reuse of your organization's critical information, experience, and insight.

- Operating concepts, strategies, and practices to identify, capture, retain, and transfer relevant and critical knowledge from an aging or high-turnover leadership and workforce to the next generation of leadership and the remaining workforce.

- Improved and sustainable ability for leadership and workforce to connect with their peers, to collect knowledge from within and outside of your organization, and to collaborate across organization boundaries through communities of practice.