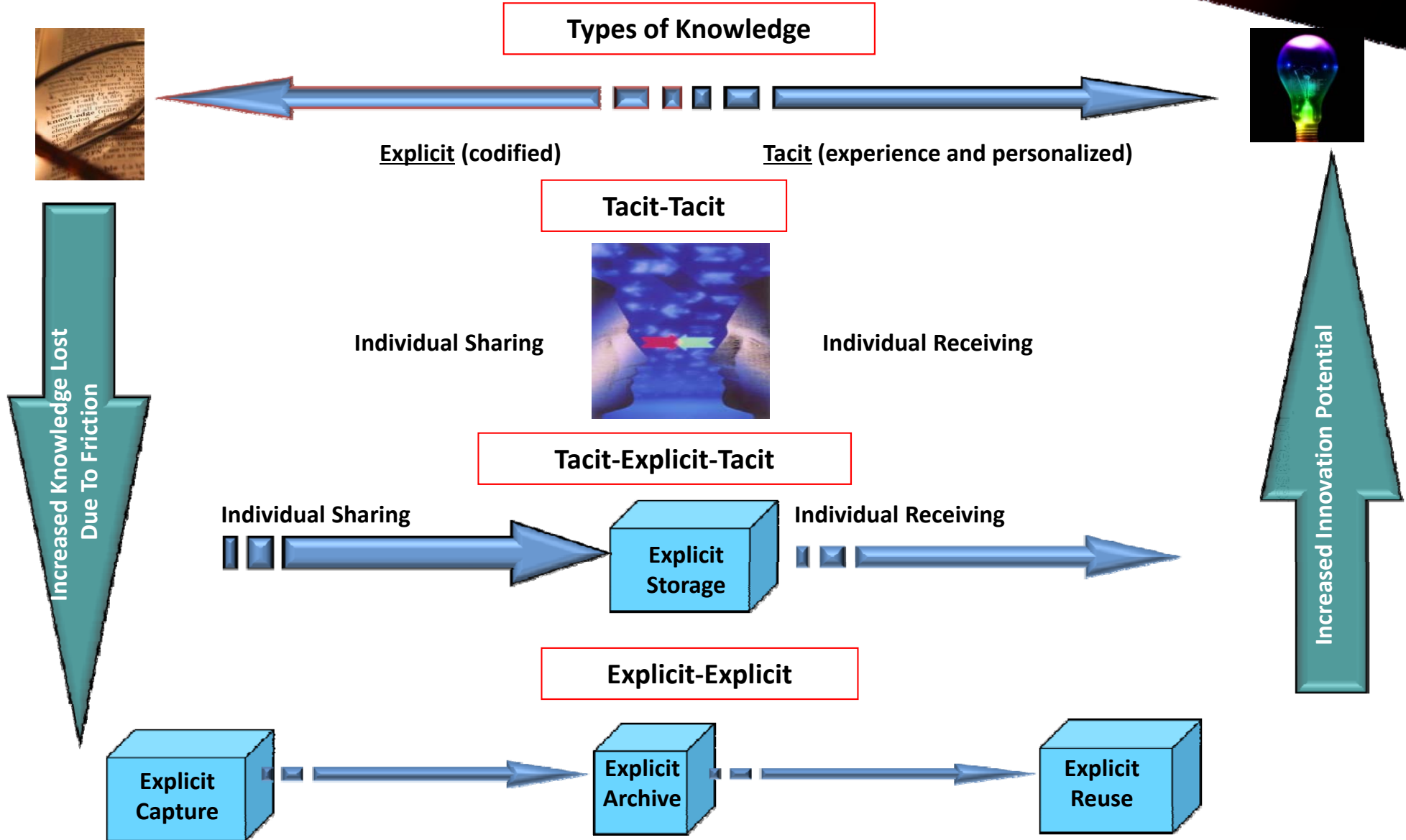


Knowledge Retention is Everyone's Job

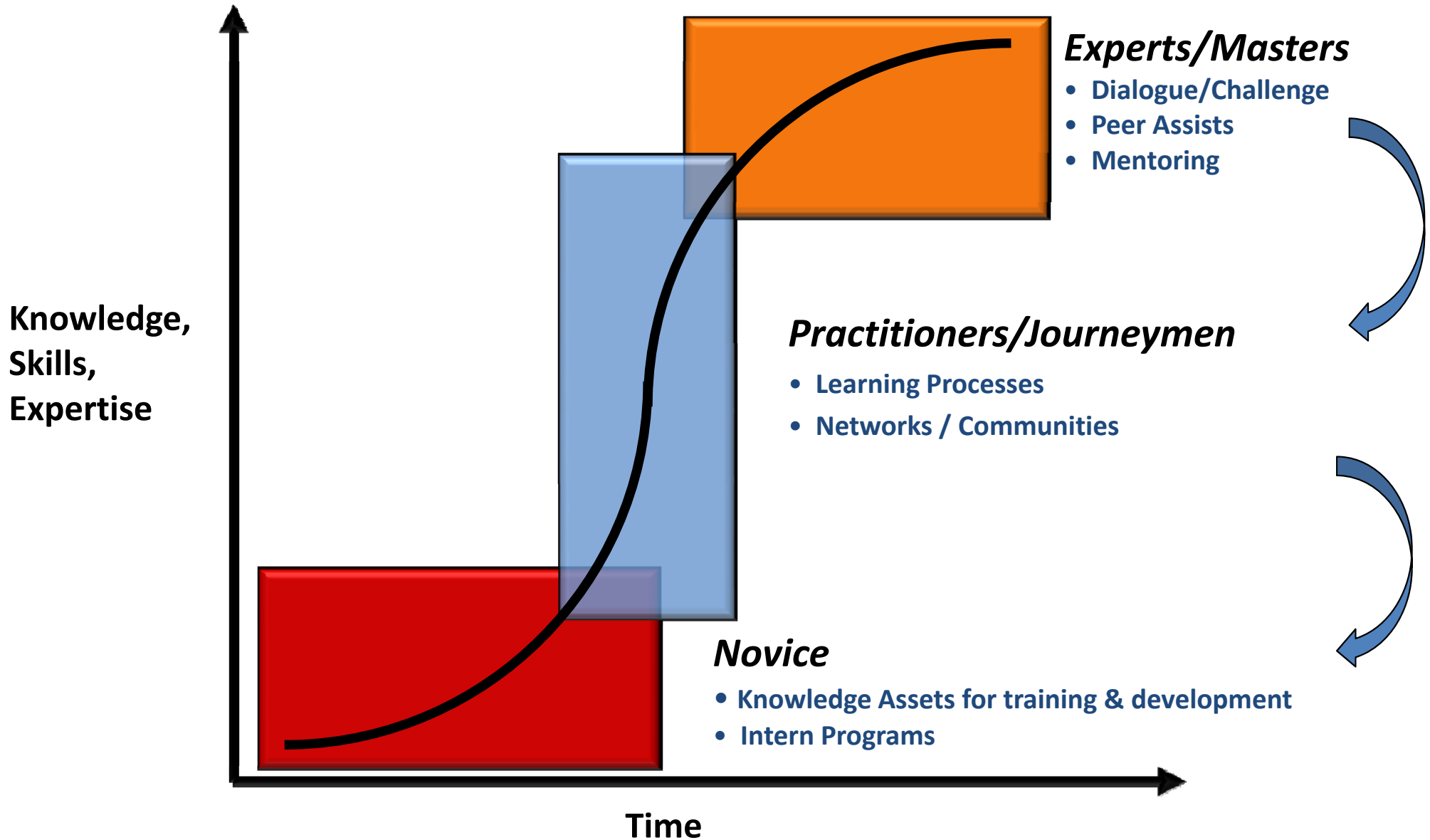
**Making Knowledge Retention a Part Of Everyday
Business Processes and Activities**

Impact of Friction on Knowledge Transfer



Friction Destroys the Prospect for Effective Transfer of Knowledge

Selected Enablers for Knowledge Retention and Transfer



“Operationalizing” Training

Aligning What We Know How to Do With Teaching How to Do It

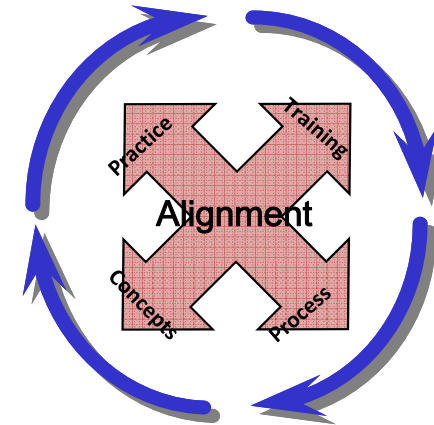
Capabilities:

- Capture the “*know how*” and “*know why*” of operations or process delivery after each execution through retrospects and interviews as part of the execution of the process
- Embed ability to collect and reuse what the teams know -- *very fast* – into work processes and training
- Tie practitioners and other related disciplines -- their insight and experience borne from field operations — into the training
- Ensure knowledge, the relevant lessons learned, and good practices, becomes part of the evolving process planning and execution in all areas

Benefits:

- Process/Practice execution experience and insight is *integrated and embedded* into current and future training right away
- Concept and execution remain aligned!
- *Step improvement in the speed* with which new experiences and insights—new knowledge—is captured and accessible
- Improved ability to leverage Intellectual Property
- Embeds useable collaboration practices, simple learning tools, and team connection *capabilities as part of the way you do business*

Process/Practice Operations



Concept of
“*train as you
work
and
work as you
train*”

Training & Training Activities

Applications:

- Multiple Processes or Practices
- Development of New Products and Solutions through Leveraging IP
- Any Solution Delivery Supported by Training and that Relies on Experience for Improvement
- Improved Quality
- Reduce Risk