

Knowledge Transfer Workshop

(formerly Peer Mentoring)

Course Description

Duration

2 days

Instructors

Steve Trautman
Stacey Dickinson

Class Limit

22 students

Prerequisite

None

Price

- *On-site delivery*

Please contact SPC
for pricing

(contact information
on page 2)

- *Public Training*

\$595 (1-days)

*Discount available
for early registration

Materials Provided

- Workbook
containing class
notes, reference
cards and class
exercises .

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.

The Knowledge Transfer Workshop was originally called Peer Mentoring. Steve Trautman wrote it nearly 20 years ago at Microsoft for the extremely busy—and sometimes reluctant—engineers he worked with. The workshop shows experts (mentors) how to organize their knowledge into manageable chunks, teach that material, and then make sure that the information was received as intended. It also shows them simple ways to leverage different learning styles if they aren't naturally on the same page with their apprentices (mentees). And it teaches mentors best practices for staying in touch with apprentices and transferring their knowledge while still getting their regular work done.

The tone of our 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.

After training more than 30,000 people over two decades in a broad range of industries and countries, we have yet to encounter any mentor-apprentice scenarios that we can't help you with.

Uses & Benefits:

Define roles in the knowledge transfer process to clarify expectations & encourage buy in—for better coordination, prioritization, and communication between the manager, the mentor and the apprentice.

Explain the “big picture” to mentors, apprentices, and their managers—to improve their ability to make good decisions and increase consistency in product or service delivery

Complete and execute a Skill Development Plan—for a 50% shorter ramp-up to productivity and a way to ensure ongoing consistency within a team or division

Transfer knowledge and improve relations across generational and learning style boundaries—so that recent hires and the most senior employees can work together more effectively

Provide quick but rigorous verbal tests that ensure wisdom and tacit knowledge have been transferred—to measurably increase bench strength in even the most challenging technical domains

Show how to make knowledge transfer a part of your culture—for a consistently ready workforce

Mentors, apprentices, and managers routinely leave the workshop saying that it was the best training they've ever taken. Independent research shows that more than 80% of students are consistently using the tools a full two months after the workshop.

TRAINING

Knowledge Transfer Workshop

Outline

Roles in Knowledge Transfer

- Outline job descriptions for manager, mentor, and apprentice
- Articulate the benefits of being a better peer mentor
- Provide tips for how to be a successful apprentice
- Write goals that help guide the relationship and the work
- Conduct a brief kickoff meeting to set expectations and plan for moving forward

Managing Communication

- Cover practical communication techniques for staying in touch despite a very busy schedule
- Clarify how to communicate in ways that work best for the mentor's busy schedule (email, open door, time of day, interruptions)
- Use brief status reports to track progress over time
- Provide practical advice on how to ask for a well-thought-out, problem-solving question

Focusing on the Most Important Information

- Learn to quickly build a foundation that must be covered at the beginning, *before* teaching a skill
- Answer 7 questions to paint a "big picture" and provide context for prioritization and decision making
- Clearly list and prioritize the skills that the mentor will teach as well as quick test questions the apprentice can answer to confirm knowledge transfer

Telling What You Know

- Organize a one-hour knowledge transfer session in about 5 minutes
- Focus the knowledge transfer by providing the "least amount of information necessary"
- Methodically move skills and information from short-term memory to long-term memory
- Conduct an effective technical demonstration in 6 clear steps

Leveraging Learning Styles

- Define 4 different learning styles
- Consider how learning styles affect teaching styles
- Use different teaching styles with different learners, especially between generations
- Help apprentices identify their own learning style

Assessing the Apprentice's Knowledge

- Use open-ended questions to assess what they really learned
- Figure out what they already know before starting
- Check in to make sure they are learning
- Ensure they have clear priorities before work begins

Giving and Getting Feedback

- Look for opportunities for peer-appropriate feedback
- Define the characteristics of good feedback
- Learn how to focus on the goal, not the person
- Discuss how to ask for feedback

Developing an Action Plan

- Create a skill development plan
- Identify obstacles to success
- Discuss ways to bring knowledge transfer tools back to a larger group

Intended Audience

This seminar is useful to all technical professionals, including their team leads and + managers. It is for anyone at any level of your business who is responsible, either formally or informally, for transferring knowledge and bringing other employees up to speed while still getting their job done. Apprentices attend so they can learn how to drive their own learning and prepare to be next-generation mentors. Managers will learn ways to support their team and hold them accountable for knowledge transfer results.

Instructor

Steve Trautman is corporate America's leading knowledge transfer expert. Developed by Steve in the early 1990s when he worked at Microsoft, his knowledge transfer solution is now used by companies ranging from Boeing to Nike, Kraft to Zynga. He has also written, "*Teach What You Know: A Practical Leader's Guide to Knowledge Transfer through Peer Mentoring*". He is known for his high-energy style that combines humor, street smarts, and board room wisdom.

For more information on this or other SPC Springboard courses, please visit www.spcspringboard.com or contact us at:

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