

REVERSING THE KNOWLEDGE FLOW

How to retain your organisation's knowledge

HOW will the departure of a valued staff member affect your business?

Will you let your long-term investment in their 'know-how' walk out the door with them, or will you pass their knowledge on to others you value in the organisation?

When a key person leaves your organisation, they take with them the 'tacit' knowledge they have accumulated working for you; important knowledge of:

- future market, financial or product/output growth opportunities;
- current issues affecting your business;
- how to best negotiate with key stakeholders;
- what worked, what didn't and what was promising for your organisation;
- the important decision makers, their motivations and philosophies;
- the history of the organisation – how and why decisions were made (and why some things have been done for years without review); or
- the best way to lead individual staff members.

Knowledge Flows captures the knowledge, opportunities, contacts and short cuts critical to you, your organisation and your staff – as well as those who take up the vacant position – saving your organisation time, money and relationships.

Traditional exit interviews focus on the individual for feedback about your organisation.

Knowledge Flows focuses on the organisation and what is critical to business continuity in the absence of an existing staff member.

Knowledge flows **out of** or **in and through** your organisation.
Which would you prefer?

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