



SERVICES and RESULTS

BUSINESS GROWTH	
Increase Workforce Performance	After a merger, a manufacturing client needed a way to expand technical support to their new operations. We designed and deployed a web-based system connecting engineers and operators globally to ask and answer questions, share ideas about operating methods and search for documented best practices. This “social media” platform accelerated problem solving and has produced over \$100 million in cost savings.
Cost Reduction	Managers of a manufacturing plant needed to significantly reduce operating costs to meet business goals. A system to solicit ideas from all employees, followed by review and prioritization resulted in implemented projects with over \$150 million in savings.
New Products and Services	Innovation often results from the confluence of ideas from people with different backgrounds and experience. We can design knowledge transfer opportunities for a team to share and discuss ideas for a specific business challenge and collaborate on new solutions.
TALENT DEVELOPMENT	
Accelerate Competency	An IT client planned to hire a significant number of offshore resources that needed to get up to speed quickly to provide reliable and effective services. We developed a knowledge transfer strategy combining mentoring, hands-on practice and performance assessment that delivered measurable results.
Social Learning	Using social media tools including SharePoint, blogs and wikis, we connect people to learn from each other informally as they interact to solve problems or create new processes. These tools can be integrated with your organization’s work processes to provide learning and performance support.
Competency Mapping	We helped organizations develop technical and business competency and skill maps with learning opportunities and capability assessments. This enables managers and employees to create development plans to deliver the knowledge and experience in time to meet work requirements.
KNOWLEDGE TRANSFER STRATEGY	
Capability Assessment	To achieve high performance, a knowledge-driven enterprise must address people, process and technology capabilities. We help you create a customized strategy by identifying current gaps and developing a plan to close them with specific actions and a business case to obtain stakeholder buy-in.
Knowledge Loss Risk Audit	A client was concerned about retirements and “knowledge walking out the door”. We developed a knowledge transfer process including a critical knowledge loss risk assessment, successor identification, selection of appropriate transfer methods and evaluation of action plan results. We also taught the organization how to implement and support the knowledge transfer processes.
KNOWLEDGE TRANSFER CAPABILITY	
Communities of Practice	A Community of Practice is a group of people with a common job function, skill or competency who work together to share knowledge, experience, insight, and advice; solve problems; and explore new ideas. It is one of the most effective social learning structures. We provide practical, proven processes and tools to help you design, launch and create sustaining value from your communities.
Skills Mentoring	Mentoring is one of the most widely used knowledge transfer methods, but most mentors lack the know-how to be effective. We developed a process to teach mentors “how to mentor” to deliver measurable learning results. The process was used successfully in an offshoring project and a company restructuring.
Knowledge Coaching	Knowledge coaching combines teaching, demonstration, discussion and hands-on practice with quick feedback. For one client we rolled out a knowledge coaching process and toolkit for an IT project that enables transferring contractor expertise to internal employees with minimal time impact for the project.
Knowledge Elicitation	We interview experts to help them describe their work processes, tools and solutions to common problems. We often identify their mental model - what they have learned to be the most important factors while doing their work. This knowledge can significantly accelerate a new employee’s time to competency and increase performance of other practitioners doing similar work.
Technology Architecture	We have designed and implemented technology solutions to support corporate knowledge transfer, collaboration and information management using SharePoint and other social media products.