KNOWLEDGE TRANSFER

Knowledge transfer in organizations became a popular topic about the time baby boomers started retiring in large numbers – by some counts as many as 10,000 retire each day.

Is your department at risk because you are overly dependent on a critical few people? If you were out next week, who would do your job? What processes do you (and only you) know the most about? What would you like to learn? Who can teach you?

Whether promoted, transferred or because of other reasons, people leave our departments and UAB. Create a systematic way for experienced employees to share their skills and behaviors to ensure you don’t lose critical knowledge and experience.

To build a knowledge transfer program, consider:

- Key positions, that is, areas where you are most vulnerable
- What a back-up person or replacement person needs to know
- Who can teach? Not every subject matter expert is a great teacher

CALL TO ACTION:

Here are three things you can do to make sure that you won’t be caught up in a brain or experience drain.

1. **Take a skill inventory** – who knows what? Are they a beginner, proficient or expert level? Do you have a trainer?
2. **Be open to regularly sharing your knowledge** – is there someone who would benefit from knowing what you know? By sharing, they benefit from learning and you benefit from having a back-up.
3. **Have a formal knowledge transfer program** – by making knowledge sharing part of your culture and expectations, you’ll help reinforce that UAB is a place where we succeed together.

KEEP ON LEARNING

- View the LinkedIn Learning video [Building bench strength and succession plans](#).
- Read the Forbes article, [Six Key Steps to Influencing Effective Knowledge Transfer in Your Business](#).