

Knowledge Retention

One of the biggest losses of productivity to a team is when an employee leaves, and all their knowledge of how to do their job leaves with them. There are several important steps managers can utilize to ensure that if an employee departs from IMSA, all their knowledge doesn't exit with them.

So what are the benefits of Knowledge Retention?

1. Efficiency
 - a. Employees can spend more time effectively doing their job and spend less time researching how to do their job
2. Easy Onboarding
 - a. Training new employees is always a hassle, but having documentation of past practices makes it easier
3. Knowledge Transfer
 - a. Documentation makes it easier for multiple employees to have the same knowledge. Work can be completed when someone is out of the office.

What can I do to ensure employee's knowledge is retained after they leave?

1. Determine what information needs to be retained and communicate that with employees
 - a. This should be a collaborative process between you and the employee. You each have different perspectives regarding what information needs to be shared/retained
2. Create a Learning Library
 - a. You'll need to create parameters for how and where this information will be stored/accessed
3. Choose the right tools for documenting knowledge
 - a. This is best determined by the employee. The employee likely knows the best way to document knowledge and will be more engaged with documentation if they choose how to document it.
4. Cross-train employees
 - a. Having multiple employees with the same knowledge allows for backups should someone leave or be out of the office.
 - b. It can allow multiple perspectives to weigh in on processes. Two heads are better than one.
5. Implement Succession Planning
 - a. When a veteran leader departs from an organization, their knowledge and experience departs with them leaving a huge gap. Plan ahead to ensure as much of their wisdom transfers to their replacement.
6. Take Action Now

- a. If you're thinking all these steps can be completed once an employee announces their resignation, you're wrong. You need to prepare ahead of time. The sooner you take action, the better your knowledge retention will be.

References:

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