



vale training

CONSULTING SERVICES

Knowledge retention program

Many organizations face the threat of talent losses caused by career movement, attrition and retirements. With these shifts, substantial intellectual propriety and industry knowledge leave the business. Vale's expert consultants have designed a program to extract, organize and publish information for our clients so they can retain this knowledge and train their future leaders.

Challenge

Talent shifts are common and rarely planned for. They result in business disruption and a loss of intellectual property, making it more difficult to prepare for and stabilize future-state talent. The lack of documented knowledge results in a longer on-ramp to proficiency.

Solution

Vale's knowledge retention program employs a practical approach to collect, visualize and document key processes, operational knowledge, corporate culture and client relationships. Through a series of interviews, we accumulate information that defines the "why" behind what experts do. This information is then published in ready-to-use video modules.

Methodology

The client identifies experts for interviewing. A customized discussion guide is employed in a recorded interview and information is gathered. Once the video modules are created, they are transferred to the client for future use.

Results

Deliverables include a detailed program outline with goals, activities, a discussion guide and resulting MP4 video modules. Each video includes summarized learning outcomes. All original source material, including recordings of interviews with transcripts and collected documents,

will be provided to the client. The resulting library is a resource the client can use in any manner (i.e., onboarding, skill building, culture training, company history, etc.).

Program structure

Knowledge categories:

- Job-specific information, processes and terminology
- Organizational culture, history and artifacts
- Business evolution: milestone challenges, catalysts for growth
- Advice: best practices, do's and don'ts
- Clients: approach to prospecting, fostering and nurturing relationships

Document collection:

- Artifacts showcasing evolution of products, brands, services and growth
- Materials reflecting standard operating procedures, best practices, examples and templates

To learn more about our knowledge retention program, contact:

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To learn more about our training and assessment programs, visit VALETRAININGSOLUTIONS.COM