



When a key employee leaves, what's at risk?

...Sometimes, quite a few bits.

Process information, best practices and what's worked, lessons learned, resources, unfinished tasks, network contacts.

Often, you don't know what someone who's leaving knows—a risk in itself!

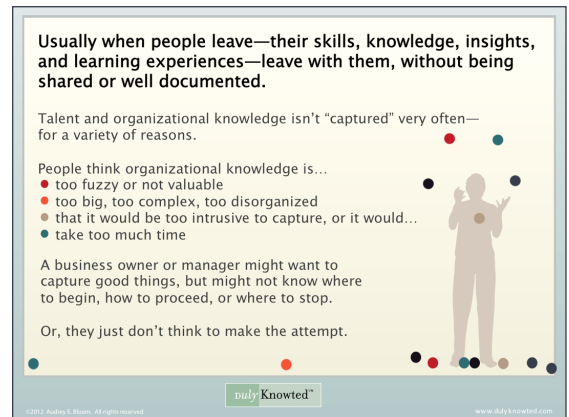
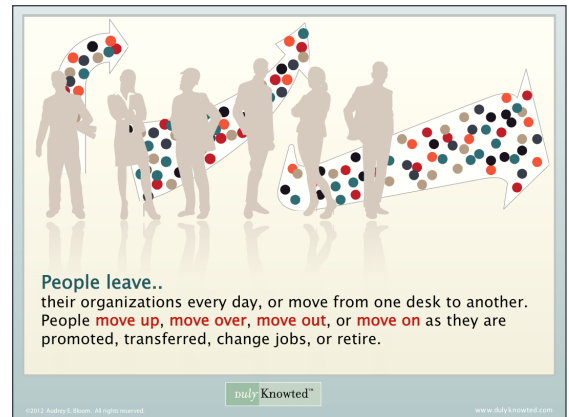
Duly Knowted®

...combines a compact, straightforward coaching process with a self-administered, self-paced tool used by someone changing roles or leaving your organization—a contributor.

Duly Knowted draws out, then organizes critical information, insights, knowledge and networks that any business is vulnerable to losing when one of its key employees leaves. Information collected in the tool can be applied to customer retention, recruiting and onboarding programs, company-wide learning curriculum, quality improvement initiatives, and future business development.

View two options below...

Check out our PowerPoint at www.dulyknowted.com





Two Tool Options

The online version of the Duly Knowted® tool will be available later in 2013. Please consider one of these options when a key employee's departure is imminent.

Express

Use this version when time is very short.

With the express version, we meet briefly by telephone with one or two co-workers, as available. A meeting with the contributor (the person leaving) follows. These conversations enable us to customize the tool.

The tool and instructions are forwarded to the manager and the contributor within three business days. The contributor proceeds to complete the tool on his or her own schedule.

With this option, the contributor's comments are not returned to us for summarizing. Coaching is limited, but we're glad to answer questions and make suggestions!

Coached

Coaching is recommended the first time you use the tool.

Use this version of the tool when there is a longer departure window.

With the coached process, we separately meet (briefly by telephone) with the manager, then the contributor (the person leaving), and if possible one or two co-workers to review the contributor's role. Based on these conversations, we customize the tool and suggest best uses for the contributor's information.

We forward the customized Duly Knowted tool (Word templates) and instructions to you. At the contributor's option, short coaching sessions are scheduled. After completing the tool, the contributor returns the tool with his/her comments and responses, to us.

Within five work days, we deliver a summary including suggestions for leveraging the contributor's information. A debrief call with the manager or owner can be scheduled to discuss applications.

The coached package also includes one copy of Duly Knowted's online tool when that version is available.

We want our tool and process to work for you... Let's talk!

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