

Introduction

Duly Knowted™

Is your business prepared for the departure
of your most experienced employees?



What is Duly Knowted?

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Duly Knowted is a **knowledge capture process** that focuses on the information and networks potentially lost or broken when an expert or key worker leaves a business—expectedly or unexpectedly.

What is captured? Information, contacts, ideas, priorities, networks, strategic input, decision strategies, success tactics, process improvements, insights, stories, training and mentoring points.

The **focus** in the process comes from considering *both* what the knowledge holder and the business team remaining on board—think have value and think needs to be documented.

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Why Duly Knowted?

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One day, you're walking down the hall and it hits you. Your "go to" guy or gal is..gone.

Yikes. All packed up!



Most businesses and organizations can't afford to lose the knowledge that leaves when key employees leave. Most owners and managers don't know what they don't know—about what departing people know.

Duly Knowted helps take concrete steps to mitigate this potential loss.

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Whose knowledge is captured?

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Executives and other key employees retiring, making a career change, moving to a competitor or transferring to another area of your organization.

Not every knowledge holder or subject matter expert is a suitable candidate.

Suitability suggests the candidate has..

- Unique knowledge or network position, or significant experience not yet directly shared with others
- A willingness and commitment to participate
- Adequate lead time to work the process effectively



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Multiple vantage points are employed...

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Duly Knowted considers and documents information from the inside-out *and* the outside-in.

With knowledge and experience, there's always more than one slant on things. Depending on how the apple is sliced, you see a different picture. Duly Knowted employs a variety of slants and slices.



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Our role: facilitator, coach and packager

(Ten more sit ups please!)

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- **It's simply not possible to capture or represent all of anyone's knowledge.** Defining priorities and setting boundaries is the key.
- As a facilitative process, Duly Knowted helps define goals and boundaries, then sets up a customized capture process.
- As the process continues, we...
 - Maintain the project's focus
 - Prod-push-encourage-stretch-dig as we work with the expert(s)
 - Feed back and check in with stakeholders
 - Summarize and package the results
 - Acknowledge contribution!

Deliverables

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- Based on the individual's role and what makes sense, we'll decide together what deliverables are most useful. A few possibilities include:
 - Updated job descriptions/competencies
 - Annotated work samples (notations as to what makes samples successful—or less so)
 - Updated procedures/process documentation and validation
 - Mentoring/learning guidelines
 - Recommended action plans/priority lists
 - Orientation packets for role successors

Audrey's background

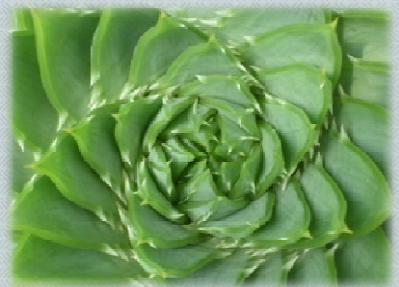
Audrey Bloom developed the Duly Knowted process.

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I've been an instructional designer and organizational consultant across many industries for 20 years. In this role, I've learned something about how and what people learn doing their work. And, about how information is leveraged in organizations—or isn't.

I developed **Duly Knowted™** to remedy something I saw happen or anticipated in client companies: knowledge and good process falling through the cracks as key people moved on.



In an earlier career as a landscape architect, I practiced a different type of design. Here, I learned about analysis, design and systems; about how environmental and human patterns work together—or don't.

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Let's talk!

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Is a valued, expert employee leaving your company
sometime soon? Let's talk!

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