

BABY BOOMERS GO GOLFING TIPS AND TRICKS....

Are there long-time employees you can trust to widen your angle on how things are going in your organization? Are there people scattered around the place who get frequent calls or visits from coworkers wanting to know how they do things? If these folks are nearing retirement, consider how to increase the value of the time they spend passing on their know-how.

Training

What are your organization's key subject expertise areas? Have Baby Boomers deliver training in these areas. (Give them help preparing as trainers first.)

Communities of practice

A single Baby Boomer may be participating in more than one community of practice: an informal professional group within your own organization. To intensify the exchange and make a record, first identify members and hold a face-to-face meeting. Virtual meetings can follow.

- ◆ Learners and Baby Boomers together in purposeful gathering
- ◆ Baby Boomers tell their stories (you can prepare them with questions in advance)
- ◆ Content captured in video or by scribe and made available to learners

Interviews

- ◆ Your knowledge management pros will develop knowledge acquisition templates and use them for consistent interviews of Baby Boomers (so that important questions aren't forgotten).
- ◆ Interviews draw out:
 - context
 - historical reasoning
 - resources they use
 - conferences they recommend
 - people they should connect you to...
- ◆ Stored in your knowledge base and easy to find!

Process reviews

- ◆ Include Baby Boomers and learners sharing "why we do it this way"
- ◆ Make sure the process reflects how work is really getting done....

Mentoring/peer assist

If you have HR staff, they have ideas or experience or perhaps even an active program in this area. Has there been a review of its possibilities for knowledge capture from Baby Boomers? Take a look! Tune it up!

An Edge team member writes:

"My current project involves capturing knowledge from a group of senior managers who are about to retire from a large organization. What could be more pleasurable than interviewing a group of slightly greying, erudite individuals who lack the hidden agendas, political aspirations and chaotic energy of the young up-and-comers? What could be more intriguing than discussing and analyzing events, experiences and reminiscences of these 'knowledge providers' as they weave the fabric of the organization's collective memory? And then what could be more interesting than employing the magic of technology to make their knowledge and learnings easily accessible to the next generation of employees?"