Knowledge Transfer Techniques & Technologies in the multi-generational workplace

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Creative Solutions
Awesome Support
Real Engagement
#1: Articulate what knowledge transfer is and explain why it is a concern for organizational leadership.

#2: Describe why and how FMs should be prepared to engage in these types of conversations.

#3: Explore field-tested examples and an actionable plan for generational knowledge transfer.
ALL OF US COMPETE ON WHAT WE KNOW
CORRELATED WITH ORGANIZATIONAL PROSPERITY
<table>
<thead>
<tr>
<th>Topic</th>
<th>Description</th>
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<tbody>
<tr>
<td>The Leader’s Guide to Corporate Culture</td>
<td>How to manage the right ethical elements of organizational life</td>
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<tr>
<td>What’s Your Organization’s Cultural Profile?</td>
<td>A way to get the conversation started</td>
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<tr>
<td>How to Shape Your Culture</td>
<td>Shape your work culture to engage and develop culture and leadership design.</td>
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<tr>
<td>Convergence Matters</td>
<td>How employees’ views of the culture align engagement and determine innovation behavior</td>
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<tr>
<td>Context, Conditions, and Culture</td>
<td>Impact organizational culture, leadership and culture, and engagement design</td>
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embrace

discovery

CURRENT STATE

FUTURE STATE
CURRENT STATE

BARRIERS TO SUCCESS
**TECHNOLOGY & PEOPLE**

FUTURE STATE
People First

It's time for a fundamental shift in how businesses apply key technology innovations. To empower people, business leaders will need to take a new perspective.

- The Accenture Technology Vision 2016, "The Primacy Of People In The Digital Age"

IFMA FACILITY FUSION 2018
knowledge transfer
explicit
implicit
tacit
explicit

- Step 1
- Action A
- Initiate

- Step 2
- Action B

- Test

- Step 3
- Action C

- Review
implicit
TECHNOLOGY HELPS!
“WE CAN KNOW MORE THAN WE CAN TELL.”

~ Michael Polanyi
INSIGHT
Mentoring
Internships
Tutoring
Job-shadowing
Why are experience centers and simulators so effective at TACIT KNOWLEDGE TRANSFER?
EXPERIENTIAL LEARNING CYCLE

• Experience – Heightened Emotion
• Reflect – WHAT?
• Debrief – SO WHAT?
• Act – NOW WHAT?
• Repeat – Perhaps later
EXPERIENTIAL LEARNING CYCLE

- Experience – Heightened Emotion
- Reflect – WHAT?
- Debrief – SO WHAT?
- Act – NOW WHAT?
- Repeat – Perhaps later
Pre-Experience

What happens before the Experience?

Experience

What happens during the Experience?

Post-Experience

What happens after the Experience?
Mesmerize your audiences with unparalleled, unforgettable experiences.
PASSION
Emotion-Generating w/ Passion
Selective Expert Insights
Failure Variety, Repetition
Generational & Individual Differences
Customizable
Practiced
Facilitated
Story-based
THANK YOU

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