

## TRANSFERRING INSTITUTIONAL KNOWLEDGE

### ABSTRACT

Institutional knowledge is the collective information about and within a company that helps maintain performance over time. Data, employee knowledge/experiences, and company procedures are examples of information that need to get passed down as new generations come into the work force, so people and companies can continue to grow and learn because this is NOT a static process. Transferring this knowledge can present challenges when considering the differences between more experienced generations and those with less experience. Since recall can vary greatly from person to person, we need to find different and better ways to effectively communicate institutional knowledge and experiences.

Not only are there generational differences to consider, but there are challenges getting started due to a company's priority to training and/or a lack of resources. Once companies are in the process of rolling out this change, they could experience pitfalls throughout the process. We hope to work together with you to identify areas to better communicate knowledge and experiences from generation to generation, so that your company continues running safely, efficiently, and successfully.

**Gordon Swett - Division Manager Human Performance, Becht**

**Katy Wright – Human Performance Coach, Cy-Fair TX ISD Mentor Teacher, Reading Interventionist**