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Strategies and measures supporting knowledge retention

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National University of Political Studies and Public Administration

This knowledge pill provides KIBS SMES with strategies and measures supporting knowledge retention.

What is knowledge retention?

Knowledge retention can be defined as maintaining, not losing, knowledge that exists within the minds of people (tacit, not easily documented) and knowing (experiential action manifesting in behaviour) that is vital to the organisation's overall functioning (Martins and Meyer, 2012, p. 80).



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Additionally, it allows employees to share their knowledge and expertise with their colleagues, which can help to foster a more collaborative and supportive work environment, leading to more efficient and effective work processes.

Strategies/Measures for knowledge retention



Source: [E.Learning Studio](#)

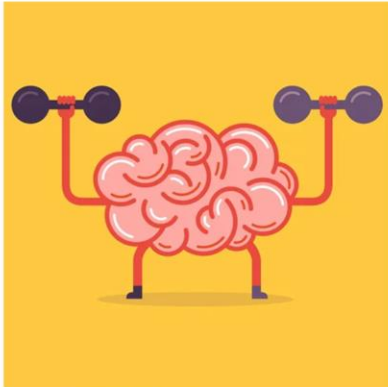


- Promote mentorship so new employees can learn from experienced ones;
- Encourage job rotation across departments/units;
- Implement IT tools for knowledge capture, storage, and retrieval;
- Encourage team meetings on a regular basis;
- Have a strategy/plan in place for people replacement.

As an initial strategy/measure, mentoring programs could be an essential tool. This means pairing less experienced employees with more experienced employees who can share their knowledge and expertise with one another. As part of formal mentoring programs, a specific mentor can be assigned to a mentee, or informal mentoring relationships may develop naturally within the organisation.

- Encouraging employees to take on various roles within the organisation, or rotating them through different departments to increase knowledge and expertise across different areas of the organisation.
- Implementing IT tools/solutions may be a viable option, for example, intranet systems can be used for storing and sharing internal knowledge such as company policies, procedures, and best practices.
- Having regular team meetings that allow team members to share their knowledge and expertise can be a useful measure. These meetings may include presentations, brainstorming sessions, and project updates.
- Lastly, people replacement/succession planning would be beneficial in identifying and developing the next experts in the organization, to ensure that critical knowledge and skills are not lost when key employees leave.

Metrics for measuring knowledge retention



Source: [Depositphotos.com](https://www.depositphotos.com)



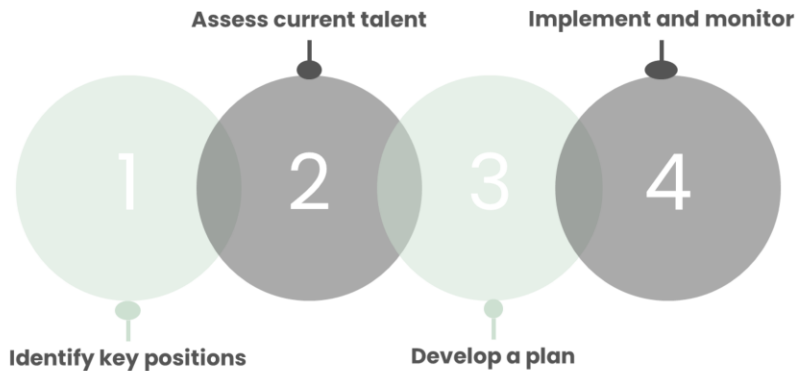
- Achieving a healthy retention rate that is neither too high nor too low;
- High levels of employee engagement;
- Routinely, knowledge is updated and expanded.

A retention rate is a measure of how many employees an organisation is able to retain over a specific period of time. A low retention rate can indicate employee unhappiness and difficulty retaining valuable employees, while a high retention rate may indicate success in attracting and retaining valuable employees but can also limit the introduction of new ideas and ways of thinking. A healthy is often ideal, where employee turnover is neither too high nor too low, which can lead to a healthy work environment and the right balance of fresh perspectives and continuity.

Employee engagement, on the other hand, demonstrates the level of commitment and involvement that employees have in their work and the organisation. Engaged employees are more likely to be satisfied with their jobs and to be willing to share their knowledge and expertise with others. They are also more likely to be productive, to innovate, and to be loyal to the organisation.

As a final note, regular and routine updates and expansions of knowledge are crucial for retaining knowledge since they indicate that the organisation's knowledge base remains current and relevant to the activities of the organisation.

A roadmap for succession planning/people replacement



Here are four steps you can take to ensure that succession planning is properly executed:

In people replacement/succession planning, the first step is to identify the key positions that are critical to the organisation's success. Among these positions may be key team leaders, managers, and highly talented employees.

Once key positions have been identified, the next step is to evaluate the organisation's current talent. Determine who is best suited to fill key roles in the future by evaluating the skills, experience, and potential of current employees.

It is important to develop a succession plan after identifying key positions and assessing current talent. This plan should include specific actions and timelines for developing and preparing employees to fill future key roles. Providing training, development opportunities, and other support to employees as they prepare to assume key roles is the final step in succession planning. Implementing the plan and monitoring its progress is the final step in succession planning. As part of this process, the plan is monitored and adjustments are made as needed to ensure that key positions are filled with the most qualified individuals.

Sources and find out more!

- 9 Learning Retention Strategies To Ensure Training Knowledge Stick
- Durst, S. & Wilhelm, S. (2012) Knowledge management and succession planning in SMEs. Journal of Knowledge Management, 16(4), 637-649. <https://doi.org/10.1108/13673271211246194>
- Martins, E. C., & Meyer, H. W. J. (2012). Organizational and behavioral factors that influence knowledge retention. Journal of Knowledge Management, 16(1), 77-96. <https://doi.org/10.1108/13673271211198954>
- [Preparing the public sector for the future: The critical link between succession planning and knowledge management](#)



Online resources assist us in boosting what we have learned.

More importantly, they keep us up to date and refresh our knowledge! We recommend that you explore these resources; they will be useful!

The links provided give us more detailed material regarding mentoring programs and an answer to the question: What is the point of creating awesome mentoring programs without learning retention strategies?



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More about the project:
knowmanproject.eu

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