

Service Name

Knowledge Transfer & Training

Description

We help organisations unlock and distribute knowledge so learning happens continuously, not just in training rooms. Using innovative but practical frameworks for identifying and tracking how knowledge moves through organisations, we design systems that turn individual expertise into collective capability.

Categories

This is focused on **training**:

- Advanced troubleshooting skills
- Other

Key Service Features

- Knowledge flow assessment identifying bottlenecks and silos
- Community of practice design for peer learning
- Coaching programme design developing internal capability builders
- Workshop facilitation for knowledge sharing and problem solving
- Documentation and playbook development for repeatable processes
- Onboarding programme design accelerating time to productivity
- Learning culture assessment and improvement recommendations
- Train-the-trainer programmes building internal facilitation capability
- Knowledge management system requirements and selection support
- Measurement frameworks for organisational learning effectiveness

Key Service Benefits

- Reduces key-person dependency spreading knowledge across teams
- Accelerates onboarding getting new joiners productive faster
- Creates sustainable learning that continues after engagement
- Improves retention by investing in employee development
- Enables scaling without losing institutional knowledge
- Builds problem-solving capability rather than answer dependency
- Creates forums for innovation through knowledge combination
- Reduces repeated mistakes through better knowledge sharing
- Supports organisational resilience through distributed expertise
- Develops internal coaches who continue the work

Constraints

This service requires active participation from staff. We encourage, facilitate and design but cannot force cultural change. Success depends on leadership commitment to establishing a learning culture.

Client must provide access to subject matter experts for knowledge capture.

We do not provide e-learning content development or learning management system implementation.

Minimum engagement of 8 weeks recommended for sustainable knowledge system design.

Follow-on coaching engagements available to support implementation.

Service Support

We provide highly personalised support levels, and response times can be tailored to meet specific engagement requirements or regulatory/governance requirements. A dedicated technical account manager is always available to support and advise. As standard, support for this service is as follows:

- Email/telephone support with personal account manager
- Tickets raised and managed through Jira Service Desk
- Due to the nature of this service, webchat is not available or useful

Priority	Response Time	Rationale
P1 - Critical	4 business hours	Urgent strategic blockers requiring immediate input
P2 - High	1 business day	Significant issues affecting progress
P3 - Standard	2 business days	General queries, clarifications, non-urgent matters

Jira Service Desk meets WCAG 2.2 A although is currently focused on achieving AA certification.

Staff Security Levels

All staff will achieve the desired security clearance levels with our screening approach conforming to BS7858:2019 standard.

Government security clearance up to DV is possible depending on engagement requirements.

Service Discounting

Discounts are available for educational establishments.