We help experts make their thinking visible so that others can apply this vital know-how.
The Problem:
Companies around the globe are losing key knowledge at an increasingly rapid pace, and the repercussions often prove to be devastating.

Remember the adage “You don’t know what you’ve got till it’s gone”? It has never been more poignant than it is today.

Companies around the globe, both large and small, are living this wisdom first-hand as they face the repercussions of losing vital knowledge.

Here are a few examples.

• A senior corrosion engineer in a major oil company retires and takes with him critical knowledge about corrosion prevention. Two years later, “extensive corrosion” causes a massive oil-pipeline spill forcing the shutdown of 8% of domestic oil production.

• NASA officials warn that “all of the knowledge about how to get to the moon has disappeared from the organization.”

• Leaders in the U.S. nuclear weapons industry express concern about losing the knowledge needed to safely design and test nuclear weapons because of the retirement of so many veteran nuclear scientists and engineers.

Turnover could jeopardize your competitiveness.

The combined forces of an aging workforce plus the increasing complexity of knowledge collide to produce a unique moment in history. As 76 million Baby Boomers move out of the workforce, companies will continue to face substantial knowledge retention hurdles.

What can you do?

Often the most important knowledge in your organization is found in the heads of subject matter experts. Smart companies address the risk of losing key knowledge and intellectual assets. They make plans immediately to capture that knowledge.

That’s where we come in. Knowledge Harvesting Inc. helps companies uncover and capture vital knowledge that gives your company its competitive edge and strategic advantage.
The Solution:
Knowledge Harvesting
A proven methodology for protecting your organization from brain drain.

Knowledge Harvesting is a rigorous, results-driven methodology for capturing and transferring vital know-how. It has been applied and refined across a multitude of companies, processes, functions, geographies and cultures.

Knowledge Harvesting is an interview-based methodology used to convert the know-how in an expert’s head into knowledge assets that can be shared, leveraged and used to dramatically improve corporate performance, competitiveness and valuation. Knowledge Harvesting provides organizations with protection from the unavailability of expertise when and where it is needed.

You’ll find eight modules in this methodology. Each module is a complete learning program with guidance and support for implementing knowledge harvesting in your organization:

1. Focus helps you identify the knowledge in your organization that is most urgent and important to capture.
2. Find provides guidance on locating experts and existing support information.
3. Elicit shows you how to conduct effective harvesting sessions.
4. Organize instructs you on how to make sense of the information collected through interviews and documents. In this stage, you identify patterns and organize the knowledge into logical groups of support information and guidance.
5. During Package, you determine the best vehicle for packaging the knowledge so that it can be transferred to others.
6. In Apply, you determine how best to apply the know-how.
7. Evaluate provides tools and guidance for measuring the effectiveness of the knowledge asset.
8. Adapt provides tools and guidance for adapting harvesting results to better meet the emerging needs of target learners.
Knowledge Harvesting: The Company

KHi (Knowledge Harvesting, inc.) is a professional services organization with a team of consultants, trainers, and practitioners who are dedicated to continually applying and enhancing Knowledge Harvesting tools and methods.

Application

The Knowledge Harvesting methodology has been implemented inside many industries, geographies companies and cultures. We have worked with top performers in many different disciplines and we have documented many different types of processes.

Our “sweet spot” is uncovering deep hidden insights, “gut feel”, and intuitive knowledge that is typically used to solve difficult or complex problems. We translate the expert’s mental model into a systematic approach for others who need to accelerate their learning curve.

Some of our clients include: Chevron, BP Amoco, Dow Chemical, Lyondell Chemical, F Hoffman LaRoche, Abbot Laboratories, SC Johnson and Son, Steelcase, Georgia Pacific, Intel, Checkfree and Pricewaterhouse Coopers.

Your Choice

Select the approach to Knowledge Harvesting that works best for you and your organization.

- We work directly with your people to teach them harvesting skills so they can do the harvesting work on their own. This is achieved via live training, apprenticeship and self-directed learning programs.
- Employ KHi consultants to do the harvesting for you.
- Apply KHi consultants and your own staff in order to carry out knowledge capture.

For more information, visit our website at www.knowledgeharvesting.com or contact us at info@knowledgeharvesting.com.