

Structured Knowledge Transfer for a Continuous Organizational Development in Theory and Praxis

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1. Knowledge Transfer
2. Knowledge Transfer Service
3. Example: Credit Suisse
4. Example: Balanced Scorecard

1. Knowledge Transfer

1. What means knowledge transfer?
2. Why knowledge transfer?
3. When it is important and possible?
4. What is to be shared?
5. With whom it is to be shared?
6. How it is to be shared?

1. Knowledge Transfer



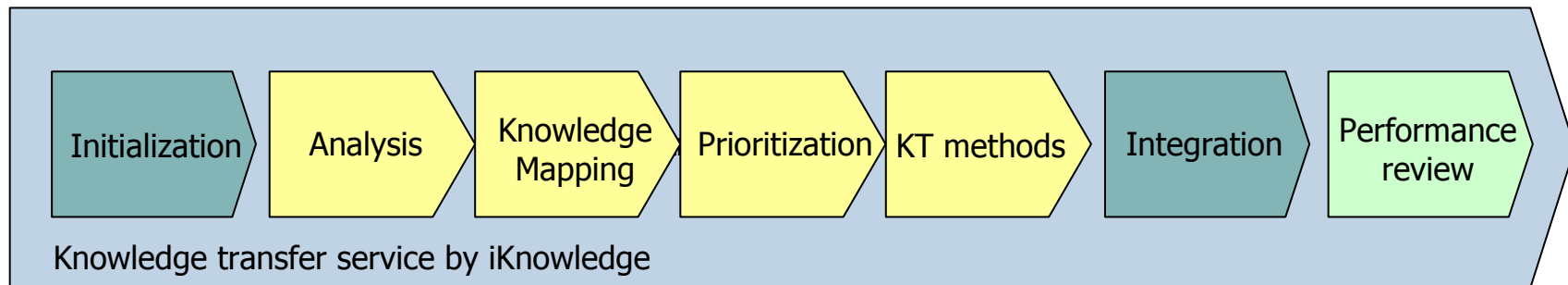
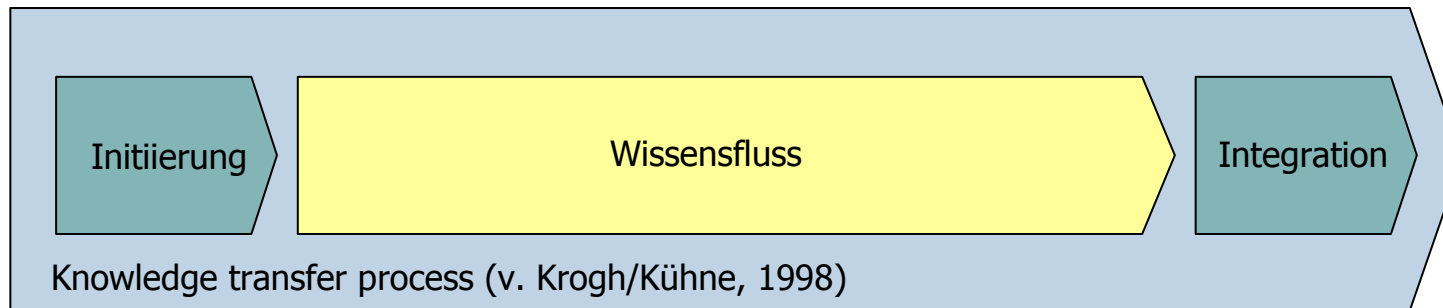
2. Knowledge Transfer Service

Sources:

1. Knowledge relay (“Wissensstafette”)
 - a) Capture expert knowledge from key employees and managers who change their position or retire
 - b) Combination of structured interviews, moderated workshops and documentation
2. Learning Organization (Credit Suisse Business School)
 - a) Assessment, Blended Learning, Learning Management

2. Knowledge Transfer Service

Sources:



Knowledge Transfer Service in Practice

3. Example: Credit Suisse



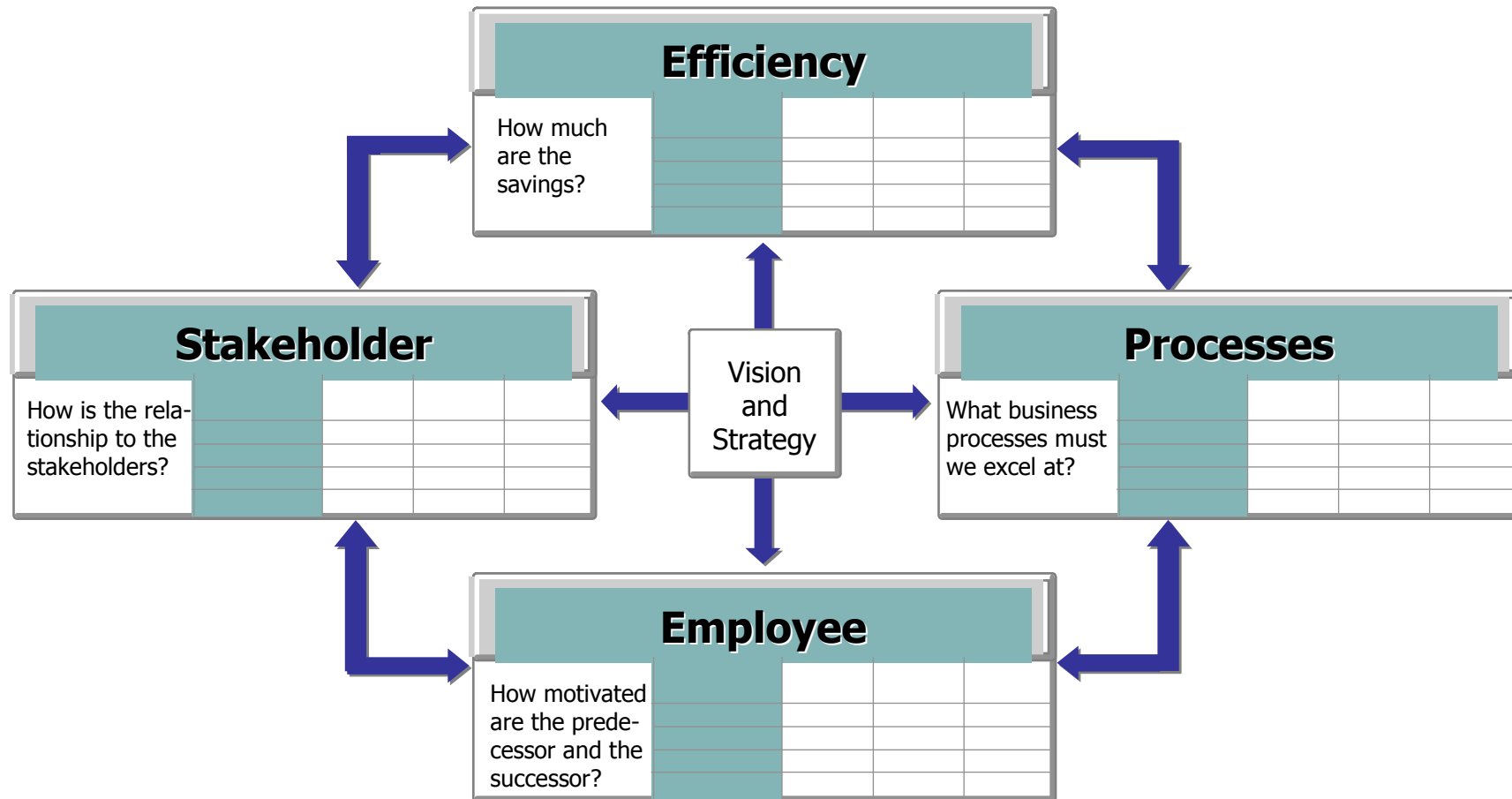
Optimized Knowledge Transfer in
Credit Suisse

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IT Private Banking, Strategy and Architecture / Methodologies
B.Ackermann

4. Example: Balanced Scorecard

Knowledge Transfer with Balanced Scorecard (BSC)



Thank you!

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