

KNOWLEDGE RETENTION & TRANSFER (KRT) MODEL



ONBOARDING: WELCOME TO POST MEETING: FIRST MEETING

Suggested discussion items for one-on-one communication between incoming and outgoing staff.

To facilitate knowledge transfer and reduce operational gaps, it is recommended that the outgoing staff schedule the first 1:1 meeting with their successor.

The FIRST MEETING agenda could include:

- Personal introductions.
- Share organizational charts.
- Share functional charts for the office or organization and/or any document that describes the duties and responsibilities of the office.
- Complete the [Exit Interview Questions](#) (refer to sample questions).

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ONBOARDING: WELCOME TO POST MEETING: SECOND MEETING

The SECOND MEETING - suggest that this meeting is scheduled by the successor once they have arrived at Post. The agenda could include:

- Thorough discussion of the [Handover Memo](#).
- Inviting additional team members at the office or organization to the meeting will help the new staff get a comprehensive understanding of details included in the Handover Memo (drafted by the outgoing staff).
- Schedule follow up meetings as needed.

The first and second meeting can also be held between the incoming staff and the supervisor and/or an onboarding POC to cover topics planned for the new hire's portfolio. It is recommended that the welcoming team for the new hire develop a handover memo equivalent referencing key elements for the planned work streams of the new hire.

[Exit Interview Questions](#) is a useful guide for meeting team members and acquiring tacit knowledge, and supplements the handover memo's concrete description, context, status, and location of material and contacts.