**THE KNOWLEDGE RETENTION TOOLKIT**
The Knowledge Retention toolkit provides PHLs with a model to capture and retain explicit and tacit knowledge (information) within their organization.

The toolkit is designed to capture at-risk and critical knowledge that is specific to organizational performance and decision-making. It is intended to retain valuable information from employees prior to their departure to help new employees and the organization adjust. Information captured and retained also provides PHLs with insight on what is going well, as well as opportunities for improvement.

The Knowledge Retention Toolkit includes the following three components:

- Managing Knowledge
- Exit Interview
- Onboarding Plan

**MANAGING KNOWLEDGE**
The Managing Knowledge section provides multiple avenues to capture at-risk and critical knowledge that is specific to performance and decision-making. This section is designed to be administered under the following conditions:

- Departing/terminating staff;
- Key personnel, such as managers, supervisors and program directors, whose unpredicted absence could cause a significant impact in operations; and
- Staff who will be on an extended absence, such as under FMLA.

Examples of the general questions presented in the guide include:

- What procedures do you find most useful for performing your tasks?
- Are there any quality assurance practices you have found particularly useful?

**EXIT INTERVIEW**
The Exit Interview should be completed by any departing staff. The tool provides an opportunity to collect information about what your organization is doing well and opportunities for improvement.

**ONBOARDING PLAN**
The Onboarding Plan should be developed for any new employee. The plan supports the transition of responsibilities through assurance that key tasks are completed and phased in over an extended period of time (up to one year). Much of the information collected from a departing individual in the Managing Knowledge section provides many of the components for building the Onboarding Plan for a particular position.

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**For More Information**
http://www.aphl.org/aphlprograms/research/knowledge-management

**Acknowledgements**
The APHL Knowledge Management Committee (KMC) contributed to the creation of the Knowledge Retention Toolkit.

This publication was supported by Cooperative Agreement #U60HM000803 from the Centers for Disease Control and Prevention (CDC) and the Assistant Secretary for Preparedness and Response. Its contents are solely the responsibility of the authors and do not necessarily represent the official position of the Centers for Disease Control and Prevention.

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