Training Working Group Monthly Learning Opportunity

August 8, 2022

Erin Gibson (AMES)

Eric Meakins (HNF-COCCo)

David Yakonich (NNSS)

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Webex meeting recording: EFCOG TWG August Learning Opportunity-2022-08-08
Password: AugustTWG2022-08-08
Recording link: https://nnss.webex.com/nnss/ldr.php?RCID=726161305dc6cf1c52dfb36b8a0bbb53

Agenda

- "How to Handle Brain Drain" Workshop

- Next Steps
    - We would like your Feedback
    - Future EFCOG Training Working Group Learning Events
    - Follow up messages

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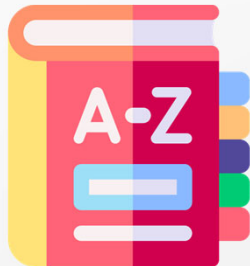Training Working Group

HOW TO BRAIN HANDLE DRAIN

KNOWLEDGE TRANSFER • ATTRITION • RETENTION ACTIVITIES

Facilitators: Erin Gibson & Eric Meakins

HOW TO HANDLE BRAIN DRAIN

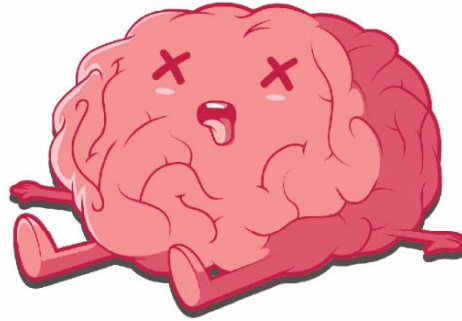KNOWLEDGE TRANSFER • ATTRITION • RETENTION ACTIVITIES

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the departure of educated or professional people from one country, economic sector, or field for another usually for better pay or living conditions

-Merriam-webster.com

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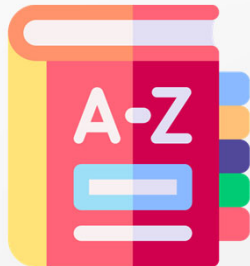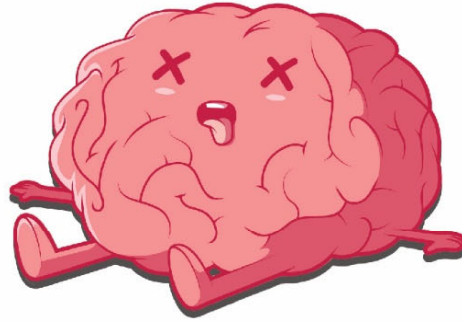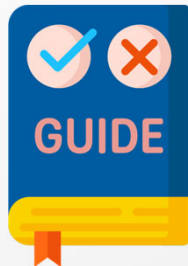
-Merriam-webster.com

How do we combat institutional knowledge walking out the door?

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HOW TO BRAIN HANDLE DRAIN

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GOAL: Everyone take away new ideas on how to approach this common challenge in the workplace
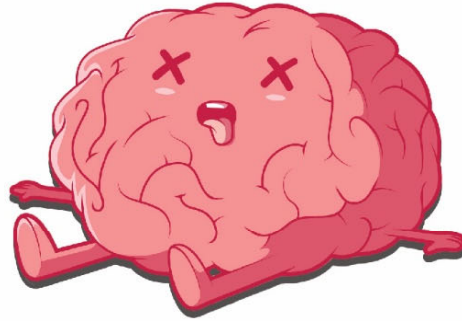
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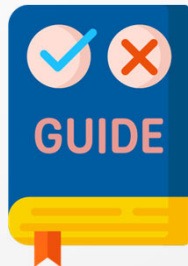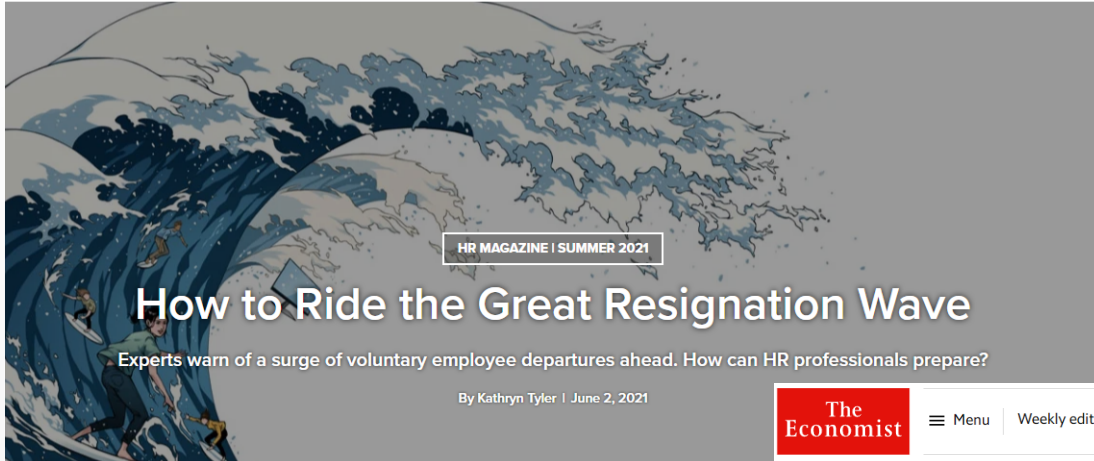Facilitators: Erin Gibson & Eric Meakins

GOAL: Everyone take away new ideas on how to approach this common challenge in the workplace

Please share your thoughts; diversity of thought and experience increases value!

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The Inbox of a Talent Development Manager

SHRM
MEMBERSHIP   CERTIFICATION   HR TODAY   RESOURCES   LEARNING   EVENTS

HR MAGAZINE | SUMMER 2021

How to Ride the Great Resignation Wave

Experts warn of a surge of voluntary employee departures ahead. How can HR professionals prepare?

By Kathryn Tyler | June 2, 2021

A HARVARD BUSINESS REVIEW ANALYTIC SERVICES REPORT

Harvard Business Review

PREVENTING AND REVERSING BRAIN DRAIN

ATD BLOG

HELP WANTED! Impending Generational Brain Drain

By Nandi Shareef
Friday, October 26, 2012

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The Economist
Menu   Weekly edition   Search

Business | Bartleby

How to manage the Great Resignation
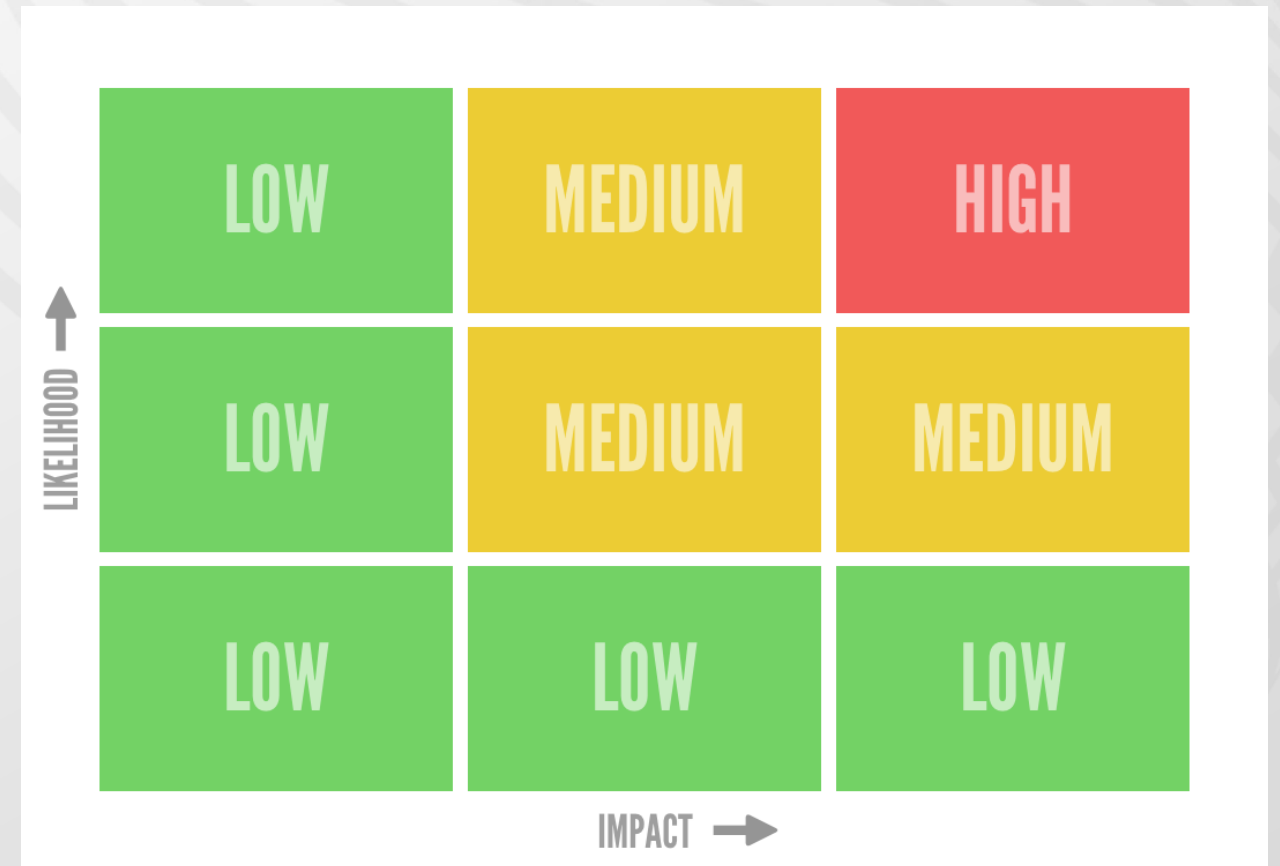
High staff churn is here to stay. Retention strategies require a rethink

EXIT

Paul Blow

Nov 27th 2021   Share

IN THE NOT-SO-DISTANT past, bosses did not have to worry as much about their

numbers are a little off-putting, and we need a more of today. However, an even scarier prospect is that wledge through the retirement of baby boomers, and use of rampant Millennial turnover. If you aren't shaking begin now.

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All Knowledge Is Not Created Equal

- Accept that not all knowledge needs to be gathered
  - Risk register or matrix

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- Accept that not all knowledge needs to be gathered
  - Risk register or matrix
- Knowledge leaving is an opportunity for change
  - Fight the "We have always done it that way" mentality
  - Ask the "5 Whys" to uncover the root of the problem
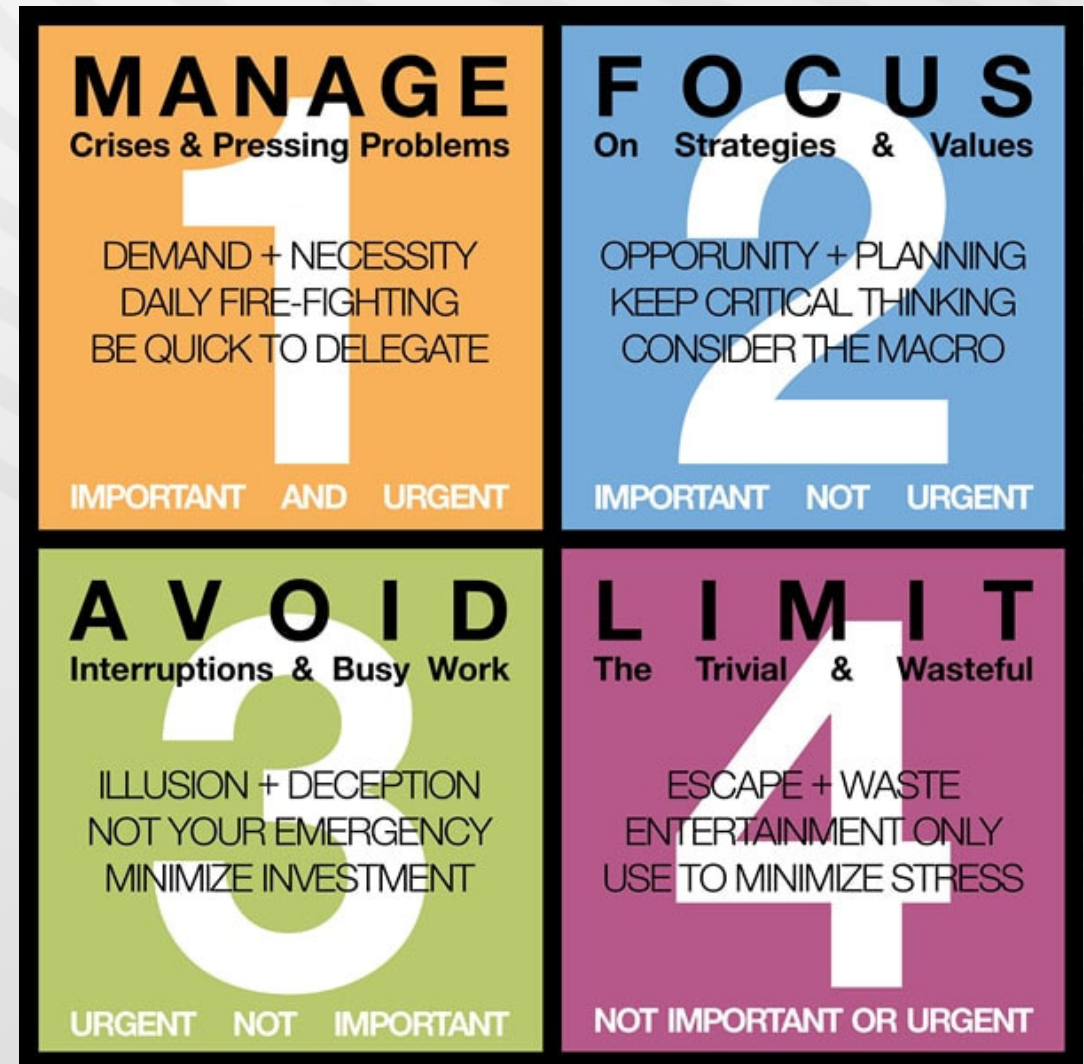
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All Knowledge Is Not Created Equal

- Accept that not all knowledge needs to be gathered
  - Risk register or matrix
- Knowledge leaving is an opportunity for change
  - Fight the "We have always done it that way" mentality
  - Ask the "5 Whys" to uncover the root of the problem
- Each job function/role or knowledge topic can be prioritized
  - 4 Quadrants of Covey Time Management (Franklin Covey)

MANAGE
Crises & Pressing Problems
1
DEMAND + NECESSITY
DAILY FIRE-FIGHTING
BE QUICK TO DELEGATE
IMPORTANT AND URGENT

FOCUS
On Strategies & Values
2
OPPORUNITY + PLANNING
KEEP CRITICAL THINKING
CONSIDER THE MACRO
IMPORTANT NOT URGENT

AVOID
Interruptions & Busy Work
3
ILLUSION + DECEPTION
NOT YOUR EMERGENCY
MINIMIZE INVESTMENT
URGENT NOT IMPORTANT

LIMIT
The Trivial & Wasteful
4
ESCAPE + WASTE
ENTERTAINMENT ONLY
USE TO MINIMIZE STRESS
NOT IMPORTANT OR URGENT

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Image Source: impactivestrategies.com

WebEx Chat Waterfall Activity

Type your answer but only select 'Send' when you're told!

1. What are the **'negative'** things that happen when people leave?
   - Knowledge lost
   - Loss of intellectual capital
   - No one to replace at that knowledge level
   - Panic
   - Domino effect of redefining role
   - Loss of productivity

WebEx Chat Waterfall Activity

Type your answer but only select 'Send' when you're told!

2. What are the **'positive'** things that happen when people leave?
   - Creates new opportunities
   - New ideas, new capabilities
   - Remove unneeded tasks
   - New positions open, fresh knowledge
   - Less resistance when someone tries something new
   - Opportunities for others to increase leadership
   - Reevaluation of processes, creation of new processes

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Community Roundtable & Brainstorm

We have all faced "knowledge walking out the door" lets share how we have mitigated these risks at DOE with scenarios you might be faced with at work.

1. Experienced Engineer Retiring in 2-Weeks
2. Group Leader Leaving in 30-Days
3. Postdoc Rotations

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Scenario 1

There is a Senior Engineer at your location who has been on the site for 30+ years and owns over 70+ procedures. He just gave his 2-week notice to retire.

Do you have a similar situation at your location? A 'single point of failure'?

- Type Yes/No in the chat

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Scenario 1

There is a Senior Engineer at your location who has been on the site for 30+ years and owns over 70+ procedures. He just gave his 2-week notice to retire.

What should be done in this scenario?

- Please type your ideas in the chat.
- If your idea is something that is currently done at your location make that clear.
- If you're willing to expand on your idea, then please raise your hand in WebEx

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Scenario 2

A Group Leader (leads major research at the Lab) has given a 30-day notice that they have accepted a new position with DOE.

Do you have a standard checkout procedure for employees leaving?
- Type Yes/No in the chat
- If yes, is it automated?

Does that procedure address capturing knowledge? How?
- Please raise your hand to share

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Scenario 3

Postdoc positions at Laboratories are temporary in nature and usually last 2-5 years. How does your location prepare for capturing the knowledge from 'temporary' or 'short term' employees?

What other positions at your location are short term in nature?

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Action List: How to combat 'brain drain'

Proactive

- 1:1 between employee and management

- Create SOP and share the why.

- Peer to peer mentoring networking

- Cross training

- Coincide with mid-year and end of year performance cycle

- Encourage creation of desk guides

- Ask each person to compile and share a list of all discrete activities they perform.

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Action List: How to combat 'brain drain'

Reactive

- Opposite of "that's the way we have always done it" - why would you want to know what I used to do?

- Status of open jobs

- Reassign projects and responsibilities

- Identify key projects and critical job duties and outline the how and why they do it that way

- Ask where are the project files on a shared server?

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Got Feedback?

- Please complete the Learning Opportunity Evaluation (see link in the chat).

- It only contains four questions and should take about a minute!

Future TWG Learning Events

WebEx User Group	**Monday, 12 September 2022 at 11 am MT**
MS Teams User Group	**Monday, 26 September 2022 at 11 am MT**
Needs of New Gen of Learners	**Monday, 10 October 2022 at 11 am MT**
Creating Microlearning	**Monday, 14 November 2022 at 11 am MT**

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Look for some follow ups…

- Follow up email with slides and notes from our August Learning Opportunity

- Preview email with survey link asking for community members who have stories to tell around our remaining user group and monthly learning opportunities.

- Calendar invitations for September user groups:
  - Webex on September 12 at 11 am MT
  - MS Teams on September 26 at 11 am MT

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