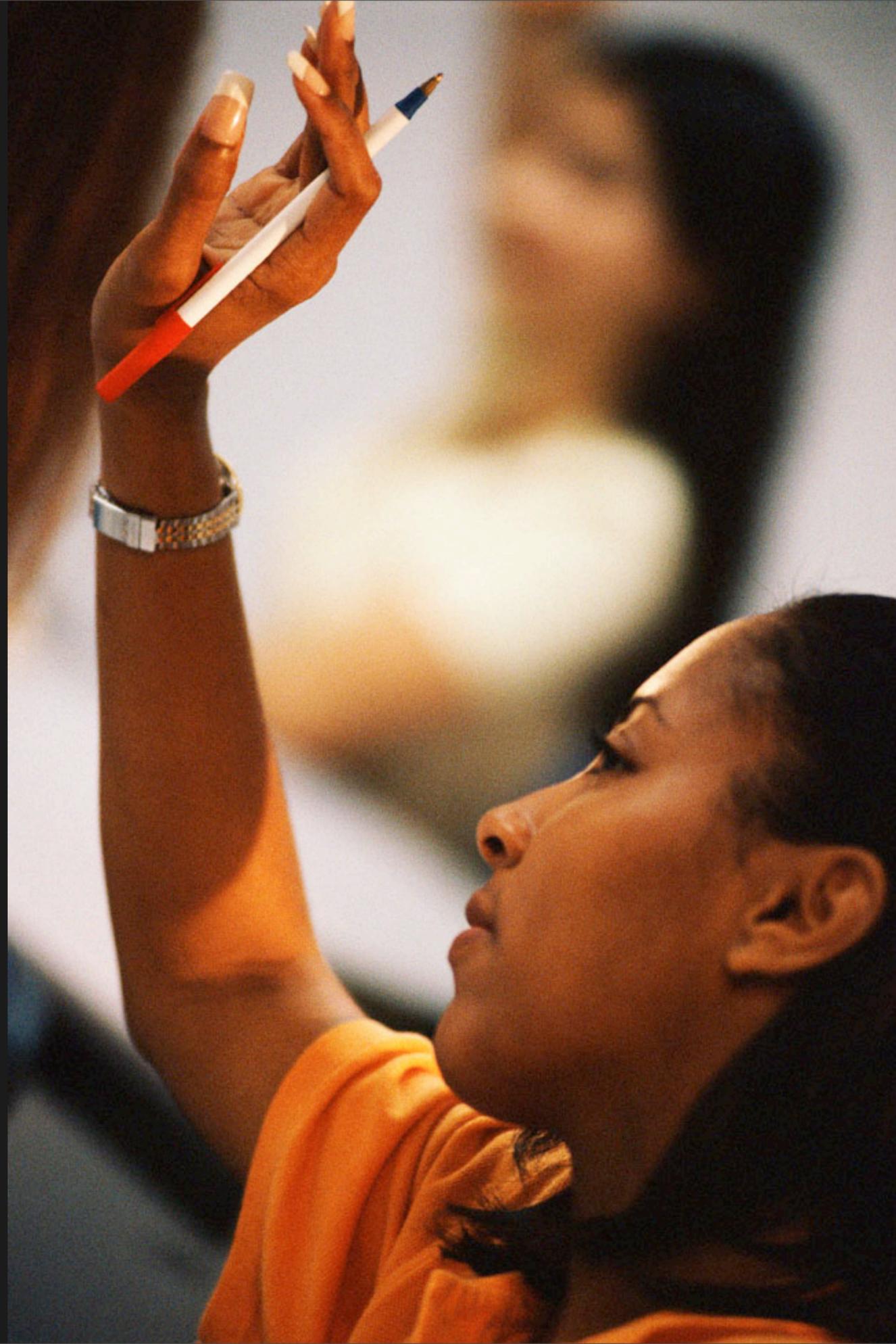


Retaining essential business capital through retiring staff, redundancies and mergers

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SOME DIFFICULT TRUTHS

- There is no magic bullet
- My answer may not work for you
- It may already be too late

THE BAD NEWS

If “retaining business capital” =
“capturing their knowledge”
Then you’re doomed.





SOME BASIC PRINCIPLES

REGARDLESS OF THE SITUATION

- The interesting bits are often the mistakes
- In these situations, it's about people - making it a social process, not a business process
- Best practice rarely is
- Abstractions should be the end of the process, not the totality of the communication





National Speed Limits (mph) - UK

Vehicle type	Built up areas	Open areas single carriageways	Open areas dual carriageways	Motorways
Cars	30	60	70	70
Cars towing caravans or trailers	30	50	60	60
Buses and Coaches	30	50	60	70
Goods vehicles - under 7.5 tonnes loaded	30	50	60	70
Goods vehicles - over 7.5 tonnes loaded	30	40	50	60

WHERE TO FOCUS THIS AFTERNOON?

- Mergers
- Retiring staff
- Redundancies
 - Voluntary
 - Hostile

INITIAL THOUGHTS - MERGERS

- Everyone starts from a different point and perspective
- The important piece is for groups to understand each others' mindsets, language and perspective
- Perceptions of the past, potential futures, etc
- The Future, Backwards technique

INITIAL THOUGHTS - RETIRING STAFF

- What are the key moments in a career?
 - Good and bad
- What were they present for?
- Social events - celebrations, reunions, nostalgia
- Share stories and experiences with others

INITIAL THOUGHTS - REDUNDANCIES

- If it's hostile, you're already too late



INITIAL THOUGHTS - REDUNDANCIES

- If it's hostile, you're already too late
- If their knowledge is so valuable, why are they being made redundant?
- If it's voluntary, don't assume they're willing to share
 - Are they planning on coming back as consultants?

SOME SUGGESTIONS

- Anecdote Circles
 - As part of projects - at start and at end
- Social network building
 - Mixed groups of veterans and rookies
 - Allow for humour, teasing, natural human interactions
 - The long weight, Fresh sparks for the grinder







"Every person's map of the world is as unique as their thumbprint ... in dealing with people, you try not to fit them to your concept of what they should be."

Milton Erickson

BE BRAVE

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