

HR Strategies for Retaining Experienced Workers and their Wisdom

written by Lauri Moon | May 8, 2024



Does your succession plan consist of crossing your fingers and hoping people never retire? Are your standard operating procedures living in the minds of a few experienced employees? Do you wish you could implement a mentoring or coaching program but don't know how or feel resistance from all sides? In today's workforce, harnessing the tribal knowledge of experienced employees is critical to a company's success. In this highly engaging webinar, we'll emphasize the need to foster an inclusive workplace by overcoming age preconceptions and implementing effective knowledge transfer and collaboration tactics. This webinar offers insightful and practical advice on how to retain seasoned workers and how to engage them in sharing their wisdom with less experienced employees.



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Learning Objectives:

Upon completing this one-hour webinar, participants will be able to:

- Discuss ways to work with older employees most effectively
- Review flexible work arrangements that preserve relationships with aging workers, avoiding the need to “replace them” by finding creative ways to tap their talents as needed
- Summarize some practical ways to distill the lessons gained by older workers from their experience and transfer that tacit knowledge to less experienced workers

Course Outline:

Understanding the Value of Experienced Workers

Appreciating the unique skills and experience of seasoned workers

- Understanding the benefits of a diverse workforce, including age diversity
- Facts and figures about older workers

Challenges for Older Workers

Recognizing common challenges faced by older workers in the workplace

- Discussing ageism’s impact on older workers
- Addressing workplace stereotypes and misconceptions about aging

Flexible Working Arrangements: A Solution

- Defining flexible working arrangements and their importance
- Examining various flexible work options (for example, remote, part-time, flexible hours)
- Discussing the advantages of flexible working arrangements for older workers and employers
- Best practices for implementing flexible work policies

Transferring Experience: Mentoring and Knowledge Transfer

- Understanding the importance of passing down experience from older workers to younger colleagues
- Defining “technical succession planning” and briefly reviewing a model to guide it
- Reviewing practical strategies to capture and transfer technical knowledge and tacit knowledge gained from work experience
- Examining mentorship programs and their impact on knowledge transfer
- Promoting intergenerational collaboration and learning
- Successful mentorship programs in organizations

Overcoming Resistance and Building Support

- Identifying and addressing any resistance to flexible work and intergenerational collaboration
- Communicating the benefits of embracing older workers and flexible work arrangements to stakeholders
- Strategies for developing support among leadership and colleagues

Summary and Final Q & A

- Summary of the session’s key points
- Final Q & A

Who should attend?

- HR practitioners
- Operating managers
- Owners/operators

Why you should attend:

You or your team will benefit in these ways and more...

1. End the frustration of lost knowledge when experienced employees retire.

2. Re-evaluate stereotypes and misconceptions about the older workers on your team.
3. Inspire experienced team members to share their wisdom by promoting intergenerational collaboration.

Meet our presenter for this event...



William J. Rothwell, PhD. is President of Rothwell & Associates, Inc., President of Rothwell & Associates, LLC, and President of Rothwell & Associates Korea. He has worked full-time in human resources, training, and organization development in both government (the Illinois Office of the Auditor General) and in a multinational company (American Brands, #48 on the Fortune 500 list) from 1979 until 1993. He has been a consultant for over 50 multinational companies. He has served many manufacturing clients in both the U.S. and abroad. Some of his clients include: Ford Motor Company, General Motors, Siemens, Sony, Phillips, Erickson, and HP. In addition to serving as the President of three consulting firms, he and his wife, have several other successful for-profit business endeavors in Pennsylvania.

Dr. Rothwell is a prolific author, coauthor, editor, or coeditor. Since 1987 he has published more than 130 books, edited 24 books in various book series, and authored numerous training packages, guides, technical reports, and scholarly articles. Complimenting his vast experience as an internationally recognized consultant, he also spent several decades serving The Pennsylvania State University as a Distinguished Professor in the Workforce Education and Development program in the Department of Learning and Performance Systems, College of Education, on the University Park Campus. He holds top-level certifications and credentials with National SHRM and ATD.

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