

- 1** **Job shadowing:**
In a job-shadowing program a new or less-experienced person is paired up with a more experienced colleague for a period of time to learn about their work.
- 2** **Communities of practice:**
A community of practice is a group that comes together or communicates online regularly to share information about a common problem, issue, or field of work.
- 3** **Process documentation:**
Process documentation involves descriptions, flowcharts, storyboards, or checklists that outline how a particular task or procedure is performed.
- 4** **Story sharing:**
Most experience and wisdom in organizations is passed on by storytelling. Stories can be shared within debriefing sessions, in internal interviews, or simply during an informal lunch or break.
- 5** **Evaluations:**
Evaluations are more formalized ways of knowledge sharing. By gathering the lessons learned from projects or campaigns, evaluations create valuable knowledge about best practices and the learning opportunities we call mistakes.
- 6** **Internal experts:**
Instead of documenting all possible knowledge, it is often more fruitful to create a directory of who knows what within the organization (a “Yellow Pages” of internal expertise).
- 7** **Mentoring programs:**
A mentor is an experienced (internal or external) colleague who offers advice and counseling on professional (and sometimes more personal) issues to a mentee.