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COURSE BROCHURE

# Knowledge Continuity and Mentoring Training Course for Public Sector Managers

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Amman

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# Knowledge Continuity and Mentoring Training Course for Public Sector Managers

**Ref:** 2538_96411 **Date:** 1 – 5 August 2027 **Location:** Amman **Fees:** 3300 GBP

Knowledge Continuity and Mentoring is a 1-week training course for managers in public and development organisations who must keep critical expertise alive as experienced staff retire, rotate or leave, and who will build a Critical Knowledge and Mentoring Map for their unit. Turnover and project cycles make hidden know-how a real institutional risk. Jupiter Prime Training delivers this course on Knowledge Continuity and Mentoring.

## Why Knowledge Continuity and Mentoring Matters Now

Three forces shape knowledge continuity in public bodies today. Ageing workforces mean that long-serving specialists hold procedures, relationships and judgement that were never written down. Project-based funding in development work brings experts in for a fixed term and then lets them go. An organisation that captures and passes on tacit know-how keeps decisions consistent; one that does not repeats old mistakes and loses institutional memory with every departure. The course rests on capacity assessment, skills gap analysis and structured mentoring practice described in plain terms.

## Who Gains Most from Knowledge Continuity and Mentoring

- Managers responsible for units where a few experts hold critical operational know-how
- Heads of section planning handovers before retirements, rotations or contract ends
- Capacity development officers assessing institutional strengths and weaknesses
- Project managers in development organisations closing or transferring funded projects
- Learning and talent leads designing mentoring and peer-learning schemes

A department or agency gains most when a manager, a learning lead and a senior expert attend together and build one shared continuity map.

## Knowledge Continuity and Mentoring Capabilities

Participants leave able to locate fragile expertise, rank it by consequence and move it to successors through deliberate mentoring.

- Assess institutional capacity across individual, unit and organisational levels — senior leadership resourcing decisions
- Identify critical knowledge holders and single points of expertise failure — handover planning
- Calculate skills gaps between current and required proficiency — training and recruitment priorities
- Design mentoring pairs, agreements and learning goals — line managers and successors
- Apply knowledge capture methods such as after-action reviews and expert interviews — process owners
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Build indicators that show whether capability is becoming self-sustaining — funders and oversight bodies

## Key Knowledge Continuity and Mentoring Terms

- Tacit knowledge — Know-how held in experience and judgement, hard to write down and usually passed on by observation.
- Knowledge at risk — Expertise likely to be lost within a set period because its holder may leave and no successor shares it.
- Capacity assessment — A structured review of the skills, systems and resources an organisation needs against what it has now.
- Skills gap — The difference between the proficiency a role requires and the proficiency the current holder or team demonstrates.
- Mentoring agreement — A short written note between mentor and mentee setting goals, meeting rhythm and progress checks.
- After-action review — A brief structured discussion after an activity asking what was planned, what happened, why, and what to repeat.

## Knowledge Continuity and Mentoring Day by Day

### Day 1: Institutional Memory and Capacity Context

- Capacity Levels Model: Individual, Unit, Institution — Where Weakness Really Sits
- Turnover and Retirement Exposure Scan — Which Units Face Loss First
- Project Cycle Exit Points — When Funded Expertise Walks Out
- Stakeholder Expectations of Service Continuity — Citizen and Partner Impact
- Capacity Self-Assessment Scorecard — Baseline for Development Priorities

### Day 2: Locating Critical Knowledge

- Critical Knowledge Interviews With Long-Serving Experts — What Must Not Be Lost
- Knowledge Risk Rating by Consequence and Departure Likelihood — Handover Order
- Single Point of Expertise Mapping — Cover and Back-Up Decisions
- Process Walk-Throughs and Decision Logs — Capturing Judgement Behind Procedures
- Explicit Versus Tacit Knowledge Sorting — Choosing Capture or Mentoring Route

### Day 3: Skills Gap Analysis and Proficiency

- Role Proficiency Profiles — Defining the Level Each Post Requires
- Proficiency Rating Scales and Evidence — Fair Assessment of Current Staff
- Gap Heat Maps Across Teams — Where Investment Yields Most
- Build, Borrow or Recruit Options — Closing Gaps Within Budget Limits
- Successor Readiness Ratings — Timing Handovers Before Departures

## Day 4: Mentoring and Knowledge Transfer Methods

- Mentor Selection and Pairing Criteria — Matching Expertise to Successor Needs
- Mentoring Agreements and Meeting Rhythm — Setting Clear Learning Goals
- Shadowing, Reverse Shadowing and Job Rotation — Transferring Tacit Know-How
- After-Action Reviews and Communities of Practice — Spreading Lessons Across Units
- Mentor Recognition and Workload Relief — Keeping Senior Experts Engaged

## Day 5: Practising the Critical Knowledge and Mentoring Map

- Applying Knowledge Risk Ratings to a Live Unit Case — Priority Handovers
- Linking Gap Heat Maps to Mentoring Pairs — Matching Need and Mentor
- Sustainability Indicators for Team Capability — Evidence for Funders and Leaders
- Peer Critique of Draft Continuity Plans — Testing Realism and Timing
- Completing the Critical Knowledge and Mentoring Map — Sign-Off and First Pairs

## Applying Knowledge Continuity and Mentoring After the Course

- Interview the two experts closest to departure and rate each knowledge area for loss risk.
- Launch two mentoring pairs with signed mentoring agreements and hold an after-action review at the end of the first month.

## Knowledge Continuity and Mentoring Questions FAQ

### What is knowledge continuity and mentoring, and why does it matter now?

Knowledge continuity and mentoring is the practice of finding critical expertise and passing it deliberately to successors. It matters now because retirements, rotations and fixed-term projects remove know-how faster than public bodies can rebuild it.

### Which roles gain most from knowledge continuity and mentoring training?

Unit managers, heads of section, capacity development officers and learning leads gain most. They decide who holds critical expertise and who succeeds them.

### How does knowledge continuity and mentoring differ from general organisational development?

Knowledge continuity and mentoring focuses narrowly on fragile expertise and its transfer between named people. Broader organisational development courses address structure and culture across the whole institution.

### What do you bring back from knowledge continuity and mentoring training?

You bring back a Critical Knowledge and Mentoring Map for your unit. It lists knowledge at risk, rated gaps, successor readiness and the first mentoring pairs.

## Knowledge Continuity and Mentoring: The Way Forward

The Critical Knowledge and Mentoring Map first informs which handovers start this quarter. Unit managers, learning leads and senior experts use it to agree mentoring pairs and protect their time. After the first cycle of departures, revisit the risk ratings to check whether successors now carry the judgement, not only the procedures, that the role demands.