

Keeping experience in the company

Experienced people know why things are done the way they are, which customers need special care and what went wrong last time. That knowledge is easily lost when they retire or leave. These steps help keep it, and help people stay on if they wish.

01 Find out who knows what

List the knowledge that lives in only one or two people's heads.

02 Ask, do not assume

Ask experienced staff about their plans and what would help them continue, if they want to.

03 Adjust the job, not the person

Lighter tasks, flexible hours or part-time work can make staying possible.

04 Pair young and experienced

Let younger colleagues work alongside experienced ones on real tasks.

05 Write down what matters

Short notes, checklists and photos of how key work is done.

06 Recognise a different kind of contribution

Value the people who make others better: teaching, solving problems and preventing mistakes.

07 Plan handovers early

Start years, not weeks, before someone leaves.

08 Keep in touch

Former staff can often still help as advisers or trainers.

Every company and every person is different, and these are guiding principles only. Working longer should always be a free choice. Check employment matters against the Labour Code and take advice where needed. If you would like help with any of this, you know where to find us.