



## ***Book Spotlight: Continuity Management***

Three of the leading researchers on knowledge continuity are Hamilton Beazley, Jeremiah Boenisch and David Harden. They recently completed a book entitled, *Continuity Management: Preserving Corporate Knowledge and Productivity When Employees Leave*. It's a comprehensive look at how organizations and individuals can preserve knowledge continuity between incumbent and successor employees.

### **The Information Age**

The book is written in three parts. The first part, called *Knowledge Continuity in the Information Age*, takes a look at the chronic threat of knowledge loss, why knowledge is such a valuable asset and how continuity management creates a competitive advantage for individuals and organizations. This section takes an exhaustive look at the evolution of the knowledge worker. It redefines operational knowledge as an asset and a commodity. And it does a great job of convincing readers that knowledge continuity benefits everyone who climbs on board.

### **Continuity Management**

The second part of the book, called *Confessions of a Continuity Manager*, uses a journal writing style to describe a step-by-step implementation of continuity management. Readers learn about implementing continuity management through "Brett's Journal", a narrative lens through which to understand how to put theory into practice. The authors focus on six steps for implementing the changes required to manage knowledge continuity.

### **Practical applications**

The third part is called *Knowledge Asset Management*. It focuses on how to transfer harvested knowledge to successor employees. It describes how that transfer can be achieved and how organizations can realign their culture and reward systems to support continuity management.

The authors conclude with a prediction: "Knowledge continuity is the fulcrum on which the fortunes of organizations will turn in the new century. Those who preserve it will rise; those that do not will decline." In this knowledge-based economy, there's no doubt that this issue will continue to be discussed throughout organizations worldwide.

156 King Street South Waterloo, Ontario N2J 1P6

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Tel: (519) 746-5203 Fax: (519) 746-6135 [www.shaughnessyhowell.com](http://www.shaughnessyhowell.com)