

# What happens when your best employee doesn't show up Monday?

## The Step-Back: Key Person Knowledge Transfer

On-the-job training for your employees: capture how a key task is really done, the steps and the reasoning behind every decision, and turn it into a system anyone on your team can run. Four Wednesday mornings to learn it. Seven days to prove the system holds.

### DATES

Wednesdays, January 20 and 27, February 3 and 10, 2027, 8:00 to 11:00 a.m. Mountain

### DELIVERY

Live online anywhere in Alberta, with supervision online. On-site visits on request, quoted separately

### INVESTMENT

\$9,500 per seat, plus GST. Invoiced after a short readiness call; paid in full by the registration deadline

### REGISTRATION DEADLINE

Wednesday, January 6, 2027

### COMMITMENT

Four live 3-hour classes (12 hours), one a week; applied work on the job between classes; then the seven-day test. About five to six weeks in all

### CATEGORY

Business Process and Operations Management training

## Who's involved

**Built for:** construction and trades, oilfield services, trucking and logistics, and professional offices.

**The expert:** the employee who does the task today (an estimator, a lead hand, a bookkeeper, a dispatcher). **The enrolled employee:** the employee you enrol, who learns to capture the expert's know-how in a system and hand the task over (often the expert themselves). **The teammate:** whoever runs the task during the test.

## What your employee will learn

1. Find the tasks that stop when one key employee is away, and rank them by what that costs the team.
2. Download the know-how from the expert's head: the steps, the reasoning behind decisions, and what to do in an emergency.
3. Turn that into a living system your team can work from, one that explains the why, not just the what.
4. Hand the task to a teammate for a week and check that the system holds.
5. Do the same for any other task in the company, without outside help.

## Good to know

- **Nothing leaves your business.** Your employee works in your own in-house documents and software, in the office or remotely. No client data or company files come to us.
- A certified employee pays half price for any other Cornerstone course.
- **Payment:** pay the invoice in full by the deadline. Instalments are fine, as long as the full amount arrives by then.

## How it runs

**Learn (weeks 1 to 4).** One live online class each Wednesday, 8:00 to 11:00 a.m. Mountain.

**Apply (between classes).** Your employee applies each step to the chosen task on the job, with your expert, and a Cornerstone facilitator supervising online.

**Prove (after the handover).** A teammate runs the task for seven days using the system. It isn't a seven-day course; the seven days is the test at the end.

## Certificate

Issued after all four classes, a finished system, and a passed seven-day test. If the system doesn't hold, we keep supervising until it does, within the course period.

## Before you enrol

Your employee needs to be comfortable with email, video calls and shared online documents; able to read carefully and write clearly in English; and able to give four 3-hour classes plus a few hours a week between classes. We confirm with a short readiness call before we send the invoice.

**Funding.** Eligible Alberta employers can apply to the Canada-Alberta Productivity Grant before the class starts: currently up to 50% back, to \$5,000, for an existing employee, or up to 75%, to \$10,000, for a newly hired, previously unemployed Albertan. The grant is for training employees; owners and immediate family members can't be enrolled under it. Funding is decided by the Government of Alberta. We can't guarantee approval, and we never cover or refund the employer's share.