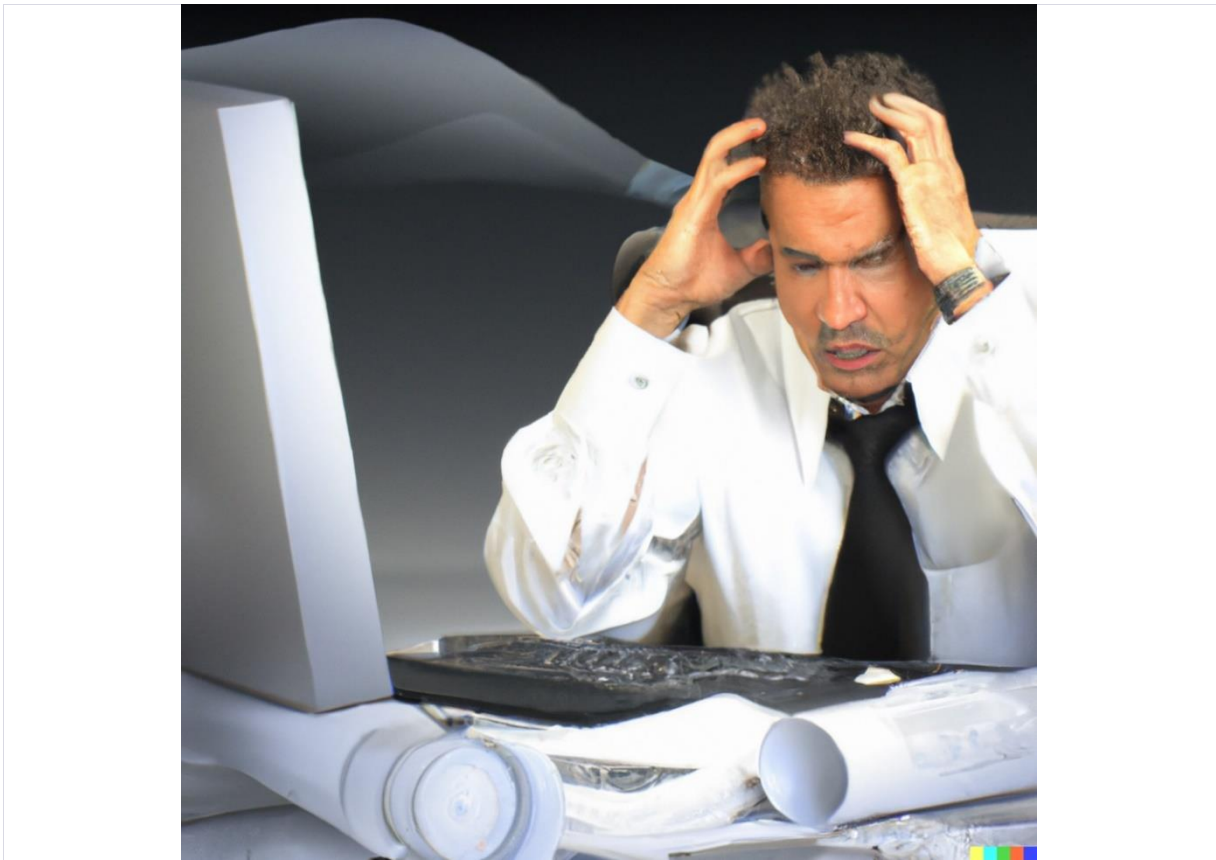




**Your Top Talent Just Quit.
Their Expertise is Priceless.
What's Your Next Move?**



**A new way to halt knowledge
Loss & Skills Gaps**

Ever felt the sting of losing a highly skilled employee at the key time and thought 'There must be a better way to handle this'.

Every business in the world has this problem

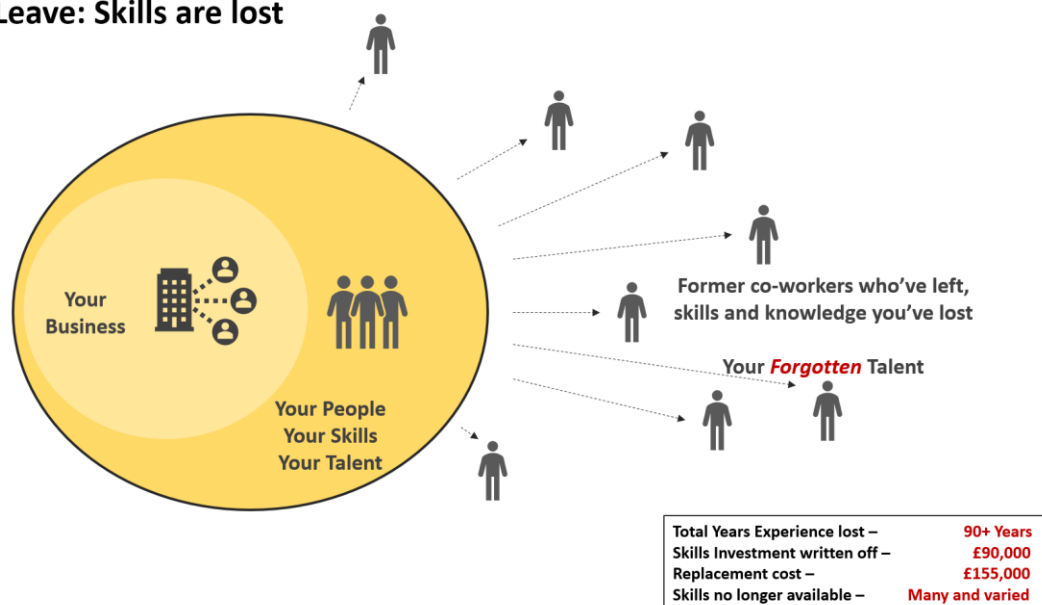
You're not alone. When Talent leaves taking critical expertise skills it leads to gaps in skills and institutional knowledge that can take months, if not years, to fill. It costs business billions of dollars, exposes them to significant risks and creates a lot of stress.

But there IS a better way to handle it. Use it and you not only stop future losses, you can actually undo previous losses.

In this white paper, you'll learn a different approach to talent retention – the Extended Talent Hub. You'll learn the essential components needed to build your own Extended Talent Hub, and explore the myriad benefits it can bring to your organization.

The Unavoidable Problem

People Leave: Skills are lost



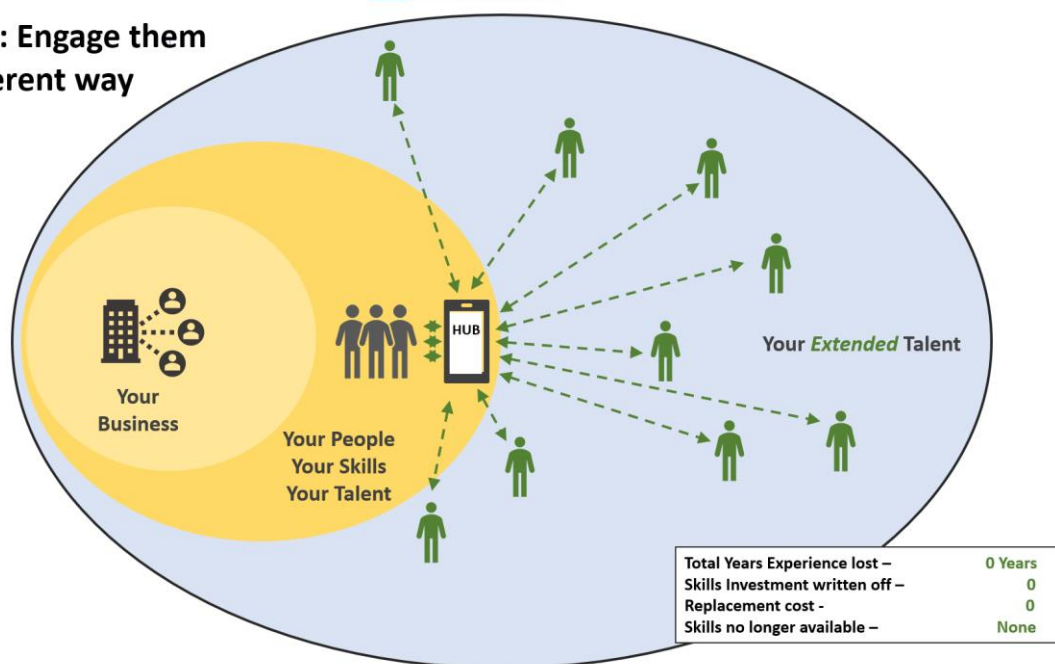
When people leave your company, you lose all the skills & experience they've built up over time because they're not your employee anymore.

They're gone and all that time and investment is lost. It's a huge waste as these people are a unique resource. They know you and your business & systems and you trust them and their insight. They are not easily replaced.

But what if instead of forgetting about them, any leaver with valuable skills automatically became a potential Freelance Consultant on your own private network, available on a call-off basis?

Not for full time work, but for specific pieces of work that require their skills, expertise or insight. From a phone call to a day or two. Lets call it 'Micro-consulting', how much would change if you could get any expert back when you need them?

**Solution: Engage them
in a different way**



Do this and skills, expertise and knowledge is no longer lost

Call them in when you hit a skills or knowledge gap, or to trouble shoot something they know. Or provide emergency cover. Or even just act as back up store of key skills.

With these experts a short conference call with an expert can solve a problem that could take weeks otherwise. All you need to do is incentivise them to help you.

If the cost of getting them to solve the problem quickly is less than the cost of failing to do so or getting in new extra help then it's a won for both sides.

They get a second source of income and you get problems fixed by someone you trust with the expertise you need.

Whether its boomers retiring taking years of experience and knowledge, people taking career breaks, or just relocating – with an Extended Talent Hub your company's critical skills and expertise are preserved.

Why now - what's changed?

Previously the cost and hassle of trying to get someone in for a short piece of work, no matter how urgent, has always been prohibitive.

But things have changed.

1) Rise in flexible working & freelancing tools like Fiverr and Upwork

- Standardises, simplifies & expands freelancing as a viable option
- Allowing people to freelance as a 'side hustle' while keeping their day job, retiring or relocating
- Enables payment for small pieces of work to become economically viable

This opens up a resource pool that didn't exist before

2) Rise of App based technology lets you run

- a totally private, controlled & compliant process
- on tools that are quick and easy to use and
- can be safely put in the hands of front line staff - so the people who need the expertise can find it

This makes accessing the new talent pool safe and controlled

3) Smart contracting tools that let you

- generate Statement of Work style contracts automatically from help requests,
- simplify the contacting process while using your own terms and conditions to
- enable legally correct, tightly defined pieces of work to be agreed and signed off

This allows you to access the talent pool, legally and compliantly

4) Powerful & Intelligent search tools that let you

- find the right expert using your company's own internal names, terminology and jargon.
- Apply AI to your project documentation, your helpdesk tickets and any other materials letting you 'talk' to your data to find out who worked on what and when,
- Takes the guesswork out of finding the expertise you need

Turns the talent pool from a list of CVs into a searchable library of skills and expertise

Combine these 4 advances and you don't ever have to lose skills or knowledge when people leave. Instead you consider any former colleague with key skills as a freelance consultant who can be called on for help when you need it.

Its like your own private version of LinkedIn meets Uber for your companies specific expertise and systems.

When skilled people leave the Army – they become the reserves. When people leave your company why not do the same?

How does it work?

Building a tool that makes it quick and easy to find people with expertise and to engage them in a controlled, compliant manner can massively cut the time and cost of bringing in expertise. This means much smaller, more targeted pieces of work feasible – lets call it Micro-consulting.

These smaller contracts for tightly focused, defined pieces of work means many more people can do it as they can fit it in around their lives.

This increases the potential talent pool open to you. Essentially, anyone in your network becomes a potential freelance consultant, *not just the usual contractors*.

Economics of the Hub

If the cost and time saved by getting in someone who you know can deliver what you need is less than what you pay them (plus associated taxes depending on their legal setup) then it makes financial sense to do it.

And given your using proven experts you already know and trust, who have no learning curve and know your business, process and systems - the time saved using them can be huge. In addition it acts as a backup of knowledge and skills - an insurance policy in case of disaster.

Taking it altogether the question is no longer why should be build these tools, its why not. Why isn't this a standard practice?

Why let any talent walk out the door and say goodbye if you don't have to?

What if....

So what if you never had to lose skills or experience again?

Value Proposition

What advantages does an Extended Talent Hub give me?

1. **Retention of Institutional Knowledge:** Prevent the loss of valuable insights and experience when employees move on.
It could be knowledge of customer relations, historical decisions and previous problems. Having access to people who know the history can stop you re-inventing the wheel (again).
2. **Rapid Problem-Solving:** Expedite the resolution of specific, complex tasks by readily connecting to the right expertise.
If you hit an issue with a system or equipment, speaking to the person who built it and knows its idiosyncrasies can identify solutions and issues much faster than someone new.
3. **Operational Efficiency:** Streamlined engagements, thereby saving time, reducing stress, and enhancing operational efficiency.
With the right tool you can identify expert help and engage within a few hours or days and get things fixed much faster.
4. **More Efficient handovers:** You can always call the expert back to refresh training or support the replacement.
If a rare scenario that wasn't covered comes up or your resources change you can call back your previous expert to help the team understand it.
5. **Back up offsite store of knowledge:** Its like an insurance policy and a library.
Suppose a critical system goes down and you need an expert view to troubleshoot you can access them. Better to have and not need than need and not have.

How and when does it help me- Use Cases

1. **Cost Savings:** Reduced costs associated with hiring new talent or consulting services.
2. **Speed:** Faster resolution of issues by tapping into a readily available pool of experts.
3. **Quality:** Access to proven talent who are already familiar with the company culture and processes.
4. **Scalability:** Ability to quickly scale operations up or down based on project requirements.
5. **Risk Reduction:** With the ability to get key skills back you no longer face the possibility of a disaster if something goes wrong and no one in your team has knowledge of it.
6. **Pool of future employees:** If you are looking for full time hires the Hub has a list of proven people you can review.

7. **Stops Waste:** Every time someone leaves you lose skills, knowledge and experience. That is a huge write off that is no longer necessary.
8. **Truly Flexible:** People are demanding more flexibility – this gives you a way for people to take parental breaks, sabbatical or retire but still able to keep their hand in.
9. **Protection against trends:** Boomers are retiring and the economy is about to lose a huge chunk of irreplaceable experience. A Hub can help you keep this experience and have a longer term, mentor-style handover to younger staff. Used right it can foster a sense of community and ongoing engagement with former employees.
10. **Trusted Advisor:** With people who know your company and its history but are not involved anymore, they can offer a neutral second opinion on changes/proposals.
11. **Wider eyes and ears/cross fertilisation:** If they are working elsewhere (but not a competitor) they can share insights from that. Eg you want to switch to a version of software they already use elsewhere – based on their knowledge they can say how it would work at your company.
12. **Scalability:** If you had a new urgent opportunity but your staff are overloaded you can use your Extended Talent to get things going.
13. **Firefighting Team:** You have a failure in a system now one knows – you can find the person who knows it or perhaps built it and get their help to fix.
14. **Works with Internal reassignments:** if you are a large company you can use it to find and use expertise within your org – e.g. from people who worked on a project and relocated within. The tool can then produce a cross charge for their help.

Components and Processes

So the benefits of keeping access to your 'Extended Talent' are significant. But it needs the process and tools to make it quick and easy to use, controlled and compliant. Let's look at the key components needed to make it hang together.

1. A powerful but simple way to find the expertise when someone needs it

- **Purpose:** To make it easy to find experts based on skill, name, or project history – using your own documentation, jargon and technical terms, project names departments etc. Leverage AI to let anyone find the expertise without needing to know themselves.
- **Process:** Create a searchable database that categorizes former employees based on their skills, projects, and expertise. Load it with project documentation, Problem tickets and history and deploy a conversation AI over it to let people find who they need quickly and easily.

2. Quick & Easy to use Communication Tool to reach out and ask for help

- **Purpose:** To send a message to the expert stating what help you need and when plus the expected effort and remuneration.
To let the expert get back to you quickly and easily and begin any negotiations and adjustments.
To have a visible & short expiry date/time for responses so you know if they're not interested you don't waste time waiting.
- **Process:** Comms tool will send out pings for help via multiple media options and the expert will receive and can accept or counter offer. The ping will expire in a short definable time which will be highly visible to avoid wasting time waiting.
Once agreed the ping details will form the basis of a Statement of Work Contract.

3. Contract Management System

- **Purpose:** To streamline the negotiation and agreement phases.
- **Process:** Integrate a contract management system that allows for automatic creation, negotiation, and signing of contracts in a legally compliant way that works across jurisdictions. The contract will be based on the ping request details – the deliverables, the terms and so on.

4. Billing and Tracking

- **Purpose:** To handle logistics seamlessly, adding appointments to calendars or other tools.
- **Process:** Implement a billing and tracking system that automates invoices and monitors project milestones. It can also schedule sending of laptops, logins etc for remote work.

5. Reporting Suite

- **Purpose:** To offer detailed insights for better decision-making.
- **Process:** Develop a reporting suite that provides analytics on engagement levels, project outcomes, and ROI. Activity should be reportable by location, type the requester, the expert, the value and who approved what etc.

6. Workflow and approvals

- **Purpose:** Prevent abuse and ensure only trusted resources are engaged and used properly.
- **Process:** Determine front line users who will ask for help and add in central controls and approvers at each stage to ensure only approved people are utilised in an appropriate way.

Unique factors from using Extended Talent

1. **Reduced Onboarding Time for experts:** Since the experts are already familiar with the company, the onboarding process is significantly shorter.
2. **Pre-validated:** If you have to validate ID and right to work etc – this was already done for these people. Plus you know and trust them – no learning curve, no doubts, no spam.
3. **Enhanced Innovation:** The diverse range of expertise available can lead to more innovative solutions.
4. **Employee Satisfaction:** Current employees will appreciate the additional resources, leading to increased job satisfaction and retention. Knowing that they could also become experts in the hub after they leave offer an additional benefit to new joiners.
5. **Increased Lifetime Employee Value**
Your relationship doesn't cut-off when they stop being employees. Since you know you don't have to lose their expertise there is less risk in investing in training and skills – which increased capacity, competence and employee satisfaction.

Conclusion

By implementing an Extended Talent Hub approach, companies not only solve immediate problems but also make a long-term investment in leveraging their intellectual assets for sustainable growth and competitive advantage.

The cost savings from using your own known, trusted experts can be substantial. When you factor in the time saved and the risk mitigated, the question becomes: Why wouldn't you build an Extended Talent Hub?

Stop letting your company's invaluable expertise slip through your fingers.

Ready to take the next step? We offer turn-key platforms to host your company's own Extended Talent Hub. Watch our 6-minute demo video to learn more. [Click Here.](#)

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www.extendedtalenthub.com
