Content Break Out: Love Your Legacy System

Quick tips for succession planning and creating a custom training plan.

Points to Consider While Developing A Succession Plan

Developing a succession plan with strong future potential does not have to be overly complicated, and even small steps can lead to significant results. There are many things for top-level leadership to consider when developing or beginning this program:

1. Sustained success is only possible if top-level leadership is coordinated in their support for the program. This means time and resources should be dedicated to succession planning across the organization.
2. Complete a talent profile for all individuals in supervisory, technical, or professional-level roles across every functional department to provide insight into current talent.
3. Conduct a risk analysis in each department regarding essential personnel, flight risks, etc.
4. Develop a rough roadmap for your organization's succession plan. There are many options available to develop your talent:
    - Rotational cross training
    - Mentorship programs
    - Project management opportunities for developing employees
5. Regardless of the methodology chosen, development efforts should be structured as follows:
    - 70% Development (new experiences, tasks, and opportunities)
    - 20% Feedback and Coaching
    - 10% Structured learning within or outside of the organization

Clearly communicate the succession plan to the organization. Inform your employees of the reasons for developing the program, the opportunities available, and the desired outcomes. Your fare collection system isn't the only legacy you must consider. The future of your organization and of its infrastructure depends on your ability to cultivate future leaders.

Creating a Custom Traning Plan for Your Organization

Before creating your training program, it is important for trainers to be prepared and to research your organization's situation. By gathering information in several key areas, you can create relevant and customized training materials. Following these steps can help you to create an effective training plan:

Determine what training is needed.
1. Which areas are most at risk without a training plan? Do you have any employees retiring who have been in their role for years? Are any of these roles lacking documentation that could help with the transition?
2. Determine who needs to be trained.
3. Learn how to effectively train adult learners.
    - Everyone learns differently. Are you employing techniques to help everyone learn effectively?
4. Know who your audience is.
5. Develop a detailed plan.
6. Most Importantly: **START NOW!**
    - Time is of the essence. Don't risk losing valuable information. The only way to make progress is to continue making small steps that eventually lead to larger changes.

Effective training is more than a task you check off your to-do list. It's a mindset that should undergird all your efforts to provide excellent service and to extend the life of your legacy system. If you don't actively ensure that legacy knowledge is perpetuated, your system is at risk.

Key Takeaway - As new employees join your agency, training is the key to a smooth transition. Your information is too valuable: protect it.