



PASSING THE BATON:

Strategies for Cross-Generational Knowledge Transfer in HTM



Presented by Douglas Redwine

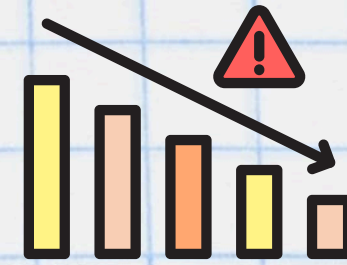


Presented by Douglas Redwine

<R.E.D.>
STEM & ARTS

PROBLEM

WORK
OR
RETIRE



STAFFING SHORTAGE

EDUCATION



Generation



Gap

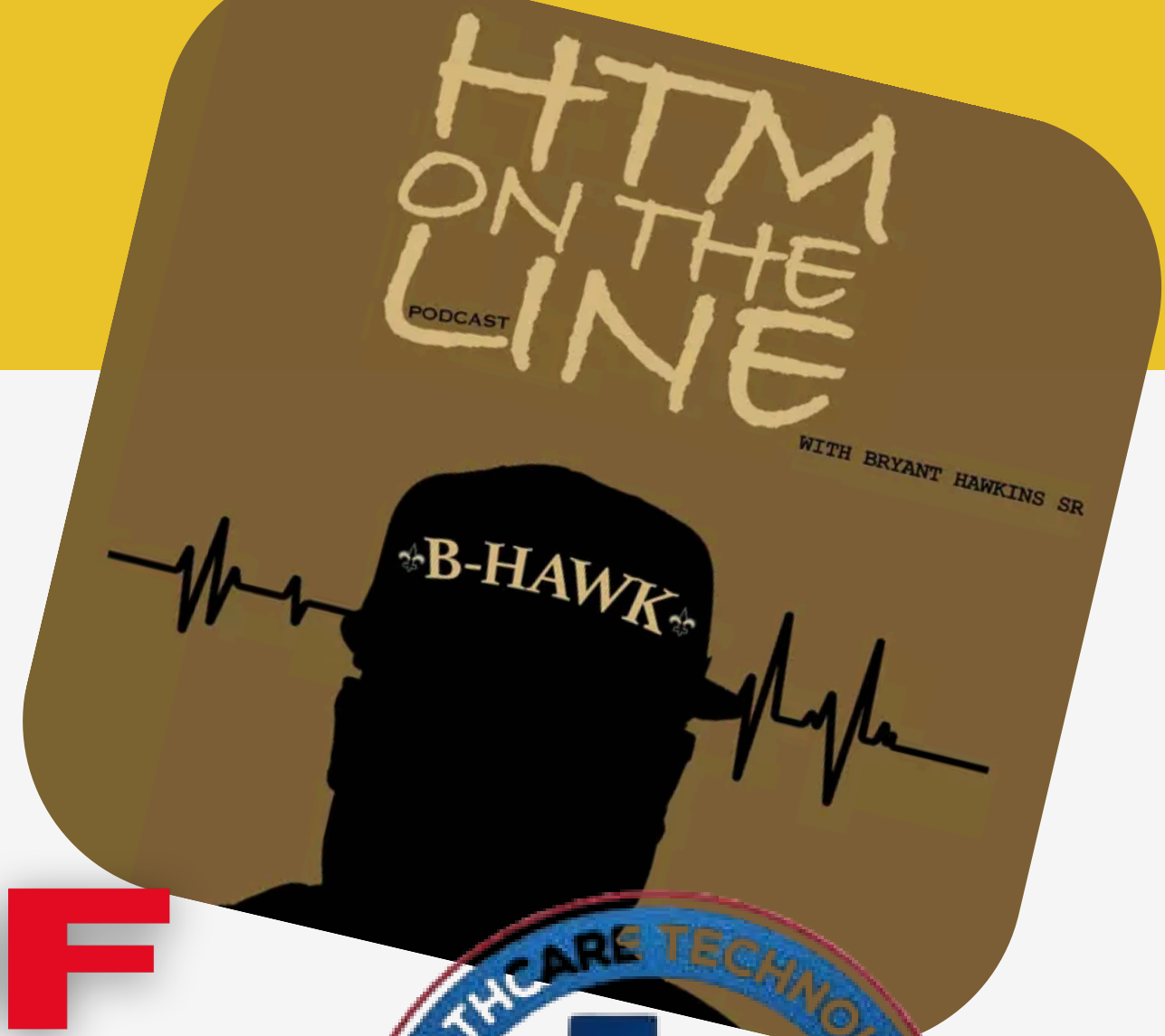
**HTM's Supply
Chain & Labor
Shortage**

**HELP
NEEDED!**

**GROWTH OPPORTUNITIES
FOR BMETS**

- Aging Workforce
- Closing Programs
- Increased Demand
- Attracting and Retaining Talent
- Lack of Awareness

BMET COURSE 101



24*7



ROUND OF APPLAUSE



PASSING THE BATON...

Strategies for Cross-Generational Knowledge Transfer in HTM



PASSING THE BATON...

Strategies for Cross-Generational Knowledge Transfer in HTM



- **Precision Timing**
- **Trust**
- **Preparation & Practice**
- **Communication & Nonverbal Cues**
- **Speed Maintenance**
- **Team Over Individual**
- **Role Clarity**
- **Continuity of Mission**



PASSING THE BATON...

Strategies for Cross-Generational Knowledge Transfer in HTM

1. PRECISION TIMING



Track Meaning: The baton must be passed within a specific exchange zone—timing is everything.



HTM Connection: There's a critical window to transfer institutional knowledge before experienced techs retire or move on. Delay can result in lost expertise.

2. TRUST



Track Meaning: The receiving runner trusts the outgoing runner to place the baton properly; they don't look back.



HTM Connection: Veteran techs must trust the next generation to carry the mission forward, and younger techs must trust the knowledge being passed to them.

3. PREPARATION & PRACTICE



Track Meaning: Successful exchanges are practiced over and over to minimize error.



HTM Connection: Veteran techs must trust the next generation to carry the mission forward, and younger techs must trust the knowledge being passed to them.

4. COMMUNICATION & NONVERBAL CUES



Track Meaning: A smooth handoff often depends on subtle cues and clear understanding.



HTM Connection: In HTM, a lot of critical knowledge isn't documented—it's passed through stories, habits, and one-on-one interactions. Effective communication methods are essential.

PASSING THE BATON...

Strategies for Cross-Generational Knowledge Transfer in HTM

5. SPEED MAINTENANCE →

Track Meaning: The goal is not to slow down during the exchange.



HTM Connection: The field can't afford downtime when transitioning knowledge. There must be strategies in place to maintain momentum and avoid gaps in service quality.

6. TEAM OVER INDIVIDUAL →

Track Meaning: The relay is won or lost by the team, not a single runner.



HTM Connection: Every generation plays a role—elders for their wisdom, newcomers for their fresh ideas. It's not about one technician, but the sustainability of the department.

7. ROLE CLARITY →

Track Meaning: Each runner knows their leg of the race and their unique strengths.



HTM Connection: Senior techs should understand their evolving role as mentors. Newer techs should step into learning roles while preparing to lead in the future.

8. CONTINUITY OF MISSION →

Track Meaning: A smooth handoff often depends on subtle cues and clear understanding.



HTM Connection: In HTM, the baton represents patient safety, equipment uptime, and innovation. The mission must keep moving forward across generations.



The U.S. coaches have emphasized CONTINUITY, UNIFORMITY and PRIORITIZING CLEAN PASSES ahead of RAW SPEED. But the makeup of this particular men's track team did not align with those emphasis.



PASSING THE BATON...

Strategies for Cross-Generational Knowledge Transfer in HTM

GOOD HANDOFFS!

1

CONTINUITY

Intentional Onboarding Process

2

UNIFORMITY

Recognizing Generational Differences

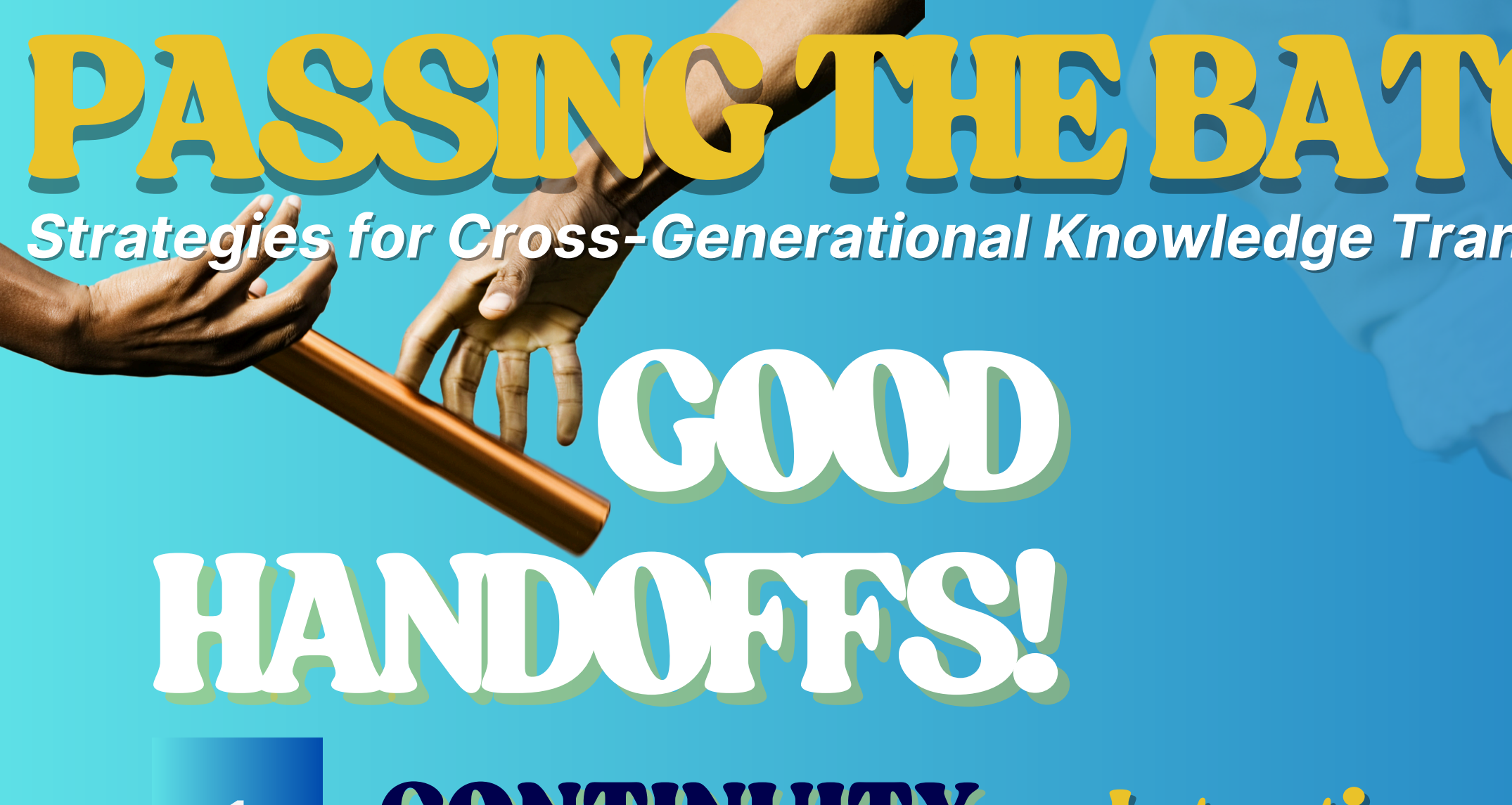
3

PRIORITIZING

Keeping Focus on the MISSION

PASSING THE BATON...

Strategies for Cross-Generational Knowledge Transfer in HTM



GOOD HANDOFFS!

1

CONTINUITY

Intentional Onboarding Process

- **Mentorship & Reverse Mentorship** - Pair seasoned technicians with newer staff for ongoing mentorship.
- **Job Shadowing & Rotations** - Let less-experienced staff shadow veterans during routine tasks and complex repairs. Rotate roles occasionally to broaden exposure and context.
- **Cross-Generational Project Teams** (Take your little sibling on field trips!) - Form mixed-experience teams for special projects like equipment evaluations or system upgrades to encourage learning by doing and peer exchange in real-time.

PASSING THE BATON...

Strategies for Cross-Generational Knowledge Transfer in HTM



**GOOD
HANDOFFS!**



2

UNIFORMITY

Recognizing Generational Differences

- **LIKE & SHARE** – Recognize how the new generation likes to receive feedback the differing work styles of senior staff vs. younger team members.
- **Storytelling (Can we talk?)** - Encourage senior staff to share real-life experiences and lessons learned during team meetings, using stories and case studies to make abstract concepts tangible.
- **Knowledge & SOP Documentation** - Share living documents, video tutorials, key contacts and access to stored information. Include tribal knowledge that often goes undocumented.

PASSING THE BATON...

Strategies for Cross-Generational Knowledge Transfer in HTM



GOOD HANDOFFS!



3

PRIORITIZING *Keeping Focus on the MISSION*

- **BRANDING:** Align the organization's mission and goals with values that resonate with younger professionals, such as making a tangible impact on healthcare.
- **Collaborative Leadership Give Voice:** Create environments where employees can contribute ideas, feel heard, and be involved in decision-making processes.
- **Cross-Generational Knowledge Transfer:** Create culture and implement systems where retiring professionals can impart their wisdom and experience to younger employees, ensuring valuable knowledge is retained.

Point

It doesn't matter how skilled you are at what you do.

**An unsuccessful baton pass jeopardizes your success,
the success of your team - and others impacted.**

Skill Alone Doesn't Determine Success

PASSING THE BATON...

Strategies for Cross-Generational Knowledge Transfer in HTM

THANK YOU
FOR YOUR TIME
& ATTENTION!

