Soft skills

Becoming the Technical Reference in Your Field and Passing It On

One day for the experts everyone consults and whose knowledge is written down nowhere. Participants learn to make explicit what they do by habit, to pass it on to a colleague at the workstation, to capture it in short sheets and to play the role of reference person without becoming the unavoidable stopover for the whole team.

Duration : 1 day

Objectives

1. Define the role of technical reference: scope, requests, limits, relationship with the manager
2. Make tacit know-how explicit: gestures, benchmarks, decision criteria, pitfalls to avoid
3. Build an on-the-job transfer sequence: show, have them do it, correct, validate
4. Write a short know-how sheet that a beginner can use
5. Organise your availability to answer requests without blocking your own work

Programme

Day 1 — morning

• What the company loses when an expert leaves or is absent

• Reference person, tutor, trainer: three close roles, three different expectations

• Knowing how to do it without being able to explain it: techniques for making gestures and reasoning explicit

• Pair exercise: describing an operation of your trade to a colleague from another department

Day 1 — afternoon (workshop)

• Passing on at the workstation: commented demonstration, supervised attempt, correction, validation

• Checking that the learner has understood: questions, practical scenario, observable criteria

• Know-how sheets, visual memory aids, critical points

• Workshop: the first know-how sheet of your trade and a three-month transfer plan

• Knowledge test and cross-review of the know-how sheets

Teaching methods

• Exercises on the participants' real know-how: machine setting, fault diagnosis, inspection, order preparation

• Explicitation interviews in pairs

• Guided writing of a know-how sheet, reviewed by a peer

• Simulation of an on-the-job transfer with a participant who does not know the trade

• Delivered in French or Darija, close to the way people talk in the workshop

Assessment and documents

Knowledge test and review of the know-how sheet written in the workshop, with a follow-up evaluation at D+1. Numbered training certificate, verifiable online, for each participant; the company receives the training report and the sheets produced.

Bilingual materials for every participant; each classroom course comes with its digital twin on OmniLearn.

Good to know

The sheets produced in the workshop can feed the company's internal training plan. For managers who want to develop their whole team, see "Developing Your Team's Skills: Manager-Coach".

Practical information

Duration	1 day
Audience	Experienced technicians, trade experts, tutors, future in-house trainers
Prerequisites	A recognised area of expertise in your department
Group size	Groups of 6 to 12 participants, in-company
Format	In-company, face to face on your site
Language	French, Darija or English; bilingual materials
Funding	OFPPT special training contracts (TFP), GIAC, Maroc PME: we prepare the applications with you, at no extra cost.
Programme customisation	Programme adapted to your procedures, your equipment and your audience

Frequently asked questions

Who is this for?

Technicians and experts recognised in their trade whom colleagues consult regularly: machine setters, maintenance technicians, laboratory technicians, planners, business software administrators. No supervisory role is needed.

How does it differ from a train-the-trainer course?

A train-the-trainer course prepares you to run a classroom session. This one is about everyday transfer, at the workstation and face to face, and about putting know-how in writing.

Can it be organised before an expert retires?

Yes, it is a good moment. The workshop helps the expert identify what must be passed on first and build a transfer plan with their successor.

Who owns the sheets produced?

The company. They describe its know-how, are written during the session and are handed over to the company with the training report.