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Contact: Sonja Gustafson, Dir. of Marketing
(206) 547-1775; sonja@stevetrautman.com

Two Leaders in Corporate Knowledge Transfer Combine Forces—Kathy L. Hagen Joins The Steve Trautman Co.

(MAY 23, 2014—SEATTLE, WA) **Kathy L. Hagen**, formerly of K. L. Hagen & Associates and a thought leader in the field of knowledge transfer, has joined **The Steve Trautman Co.**—pioneers in knowledge transfer for two decades—as Director of Account Management.

Hagen will shape a new account management methodology at The Steve Trautman Co. and ensure a richer, seamless client experience.

With Hagen joining forces and networks with the company’s founder and Principal Steve Trautman, the move partners two of the U.S.’s top thought leaders in knowledge transfer—a field focusing on the methodical replication of the expertise, wisdom, and tacit knowledge of critical professionals into the heads and hands of their coworkers.

Hagen explains that she and Trautman started out as competitors but with the same goals: to ensure client companies were able to identify and transfer business critical knowledge. When Hagen was approached by Trautman about joining his rapidly growing Seattle-based consulting firm, she first took time to learn more about his processes. “As you can imagine, it was vital to me that Steve’s processes were effective and solid. As I witnessed them in use and observed the outcomes for clients, I saw how well they worked. Also critical to me was joining a team of people I trust who are experts in their craft and work well together. I’ve done a lot of hiring at companies like Pfizer, so I am picky. This team is not only dedicated to client satisfaction but also to supporting each other. That clinched it—I was convinced.”

Hagen began working in knowledge management (KM) in 1994 while building her management consulting skills leading the KM practice for Life Sciences at CSC Index. Later, as assistant director for a large IT group at Pfizer she created practices to transfer critical tacit knowledge used by scientists and senior leaders. She led the Intellectual Capital Strategies team at Deloitte, and then at K. L. Hagen & Associates focused on knowledge transfer for Fortune 500s—primarily in the pharmaceuticals, food, manufacturing, bio-med and life sciences industries—working mainly with the C-suite. “Knowledge has become so specialized, so contextual, so global,” said Hagen, who along with Trautman speaks and writes on trends in the field. “Companies who want to succeed have to get agile in how they move their critical knowledge from head to head.”

“As we grow, Kathy will be emphasizing even greater client satisfaction,” said Trautman. “She is working with client executives as a trusted advisor, strategically removing roadblocks and solving problems.”

The Steve Trautman Co. are knowledge transfer experts who replicate businesses’ top talent and teach organizations how to manage talent risks so that their workforce is constantly ready to execute strategy. The firm’s scalable knowledge transfer methods are yielding observable results—within small teams and enterprise-wide projects—at scores of blue chip and global companies every day.

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