

## Knowledge Management Tools and Techniques – some examples

Tool/technique	Description	KM self assessment <sup>1</sup> competency this will help improve
KM Competency Assessment	Assesses baseline position for organisations. Can be used to determine level of improvement would like to reach in these competencies, explore strategies to use to get there and priorities and from this develop a KM strategy for the organisation. Re-assess in 3 years time to measure success of programme	KM Strategy
Senior Staff Behaviours	Examples - Leaders asking what learning has been used in the development of new projects/proposals. When something goes wrong leaders asking 'What can be learned from this?' Not 'Who is to blame?' etc, etc	Leadership Behaviours
Appraisal development	Questions about mentoring and knowledge sharing, membership of networks and contribution to lateral groups, etc, added to appraisal conversations.	Networking, Leadership Behaviours
Recognition and Rewards	'Geek of the week' for sharing ideas, recognition for leading a knowledge sharing session, coordinating a lateral group, etc.	Leadership Behaviours, Networking, Learning
After Action Review (AAR)	Facilitated discussion after a project or event to evaluate what has happened and learn from it.	Learning
Lessons Learned (LL)	Similar to above, but lessons are recorded to help inform other projects.	Learning, Capturing
Baton Passing	As above, but LL passed to people starting new project. Discussion between the two groups develops new knowledge (baton) which is more appropriate for the second project	Learning
Knowledge Audit	Identify knowledge in the organisation and use of social mapping to identify the flow of knowledge.	KM Strategy, Networking

<sup>1</sup> Collison, C and Parcell, G. (2007). Knowledge management capability self assessment. Knowledgeable Ltd and Practical KM Ltd.

Knowledge Harvesting/Exit Interviews	Gain knowledge from key individuals within an organisation. Can be used at any time, but particularly when staff leave, in order to pass knowledge on to others.	Capturing
Collaborative Space	Discussion, surveys, shared calendars and project plans, collaboration on documents, whilst fully aware of which version of the document using.	Capturing, Networking, Learning
White Pages	Staff directory with additional information – knowledge, experience, interests, current projects.	Networking
Communities of Practice	Network of people with common interest and willing to share, learn together.	Networking, Learning
Peer Assist/Review	Current projects outlined and peers (within & outside the organisation) analyse, discuss and offer constructive suggestions	Learning, Networking
Knowledge Sharing Event	Informal event – opportunity to learn from others' experience in an area. Usually theme, presentation and informal discussion	Learning, Networking
Case Studies and Success Stories	Description of project or event. Capture of best practice and lessons learned.	Capturing, Learning
Document/Content Management	DMS – organise & retrieve documents CMS – organise, edit and enable easy access on website.	Capturing
Searching for the Evidence	Internet and database searching to retrieve best evidence in a particular field.	Capturing
Evaluating the Evidence/ Critical Appraisal	Identification of different sources of evidence and appraisal of evidence based resources.	Capturing, Learning
Compact/psychological contract development	Getting knowledge sharing behaviours into compact/psychological contract discussions	Networking, Leadership Behaviours