

Where do I start?: From strategy to action

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Where do I start?: From strategy to action

- Questions to consider
- ‘No strategy’ strategy
- Strategy strategy
- Conclusions
- Your organisation



Knowledge

‘Knowledge always involves a person who knows’
(McDermott 1999)



Help!

What do I need to do?



KM is an enabler



Q1: What do you want to enable?



Organisational strategy



Q2: What is your organisation like?



Culture



Q3: What's the weather like?



Business context



Q4: What do you need in your KM plan?

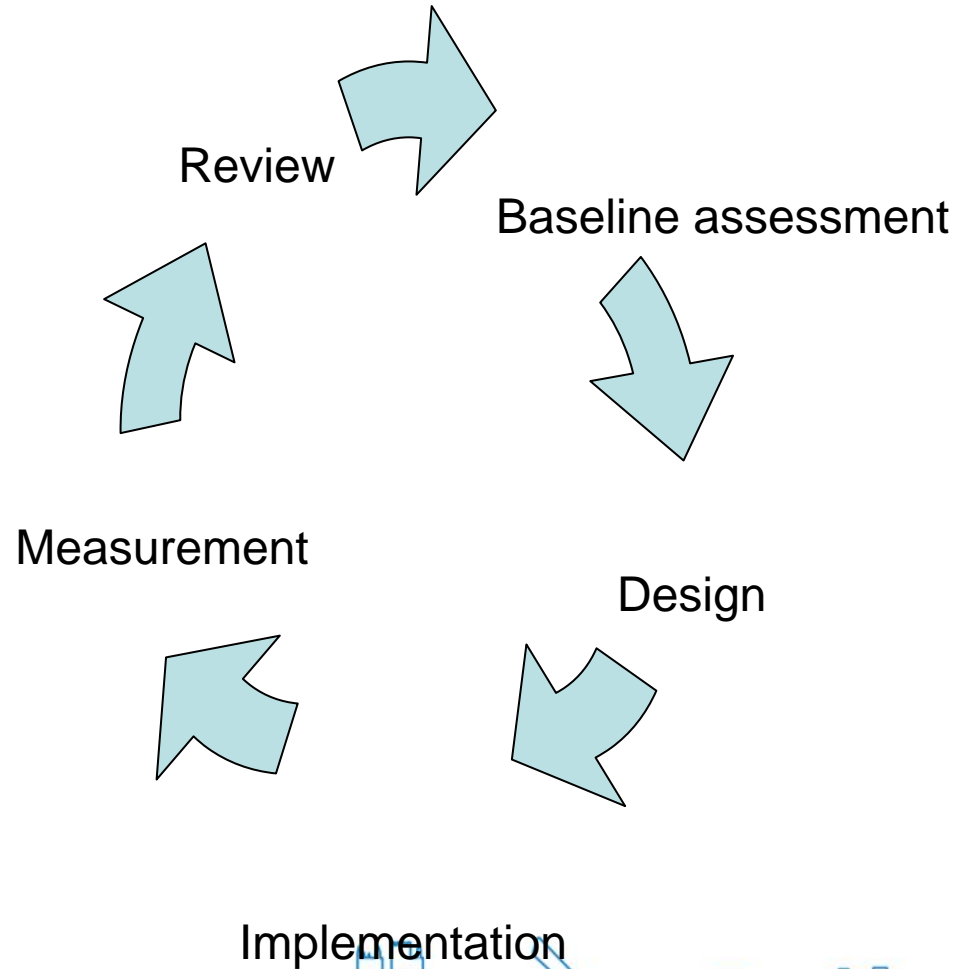


1. The 'no strategy' strategy

- Quick wins through helping people with their issues
- Concentrate on developing the organisation
- Use viral spread
- Give advice and support in 'knowledge' areas
- Don't mention KM
- Have a secret plan



2. The strategy strategy



Conclusions

- Keep asking 'KM - for what?'
- Don't 'write' a strategy

and especially

- Don't crib anyone else's strategy



Questions for today

1. Consider these 3 questions for your organisation before you begin:

- What do you want to enable?
- What's your organisation like?
- What's the weather like?



2. Look at the KM capability self assessment tool and determine which is your priority area to begin work.
3. Look at the KSL tools and techniques sheet and determine which tools and techniques you might consider for your action plan.



References

- Collison C and Parcell G. (2007) ***KM capability self assessment.***
Knowledgeable Ltd and Practical KM Ltd.
- Sinclair N. (2004) A stealthy approach to KM. ***Inside Knowledge***; 8(3).



Help and support

- KM Community – eSpace:

<http://www.espace.connectingforhealth.nhs.uk/community/nhs-knowledge-management>

- NHS Evidence – KM:

<http://www.library.nhs.uk/KnowledgeManagement/>

