



Straits Knowledge
Redefining corporate knowledge

Knowledge Transfer Training Programme

Orientation: Expert Knowledge Transfer

What is an Expert?

Scarce knowledge
and/or abilities



Good in difficult or
complicated
situations



Specialised



Source of advice



An authority

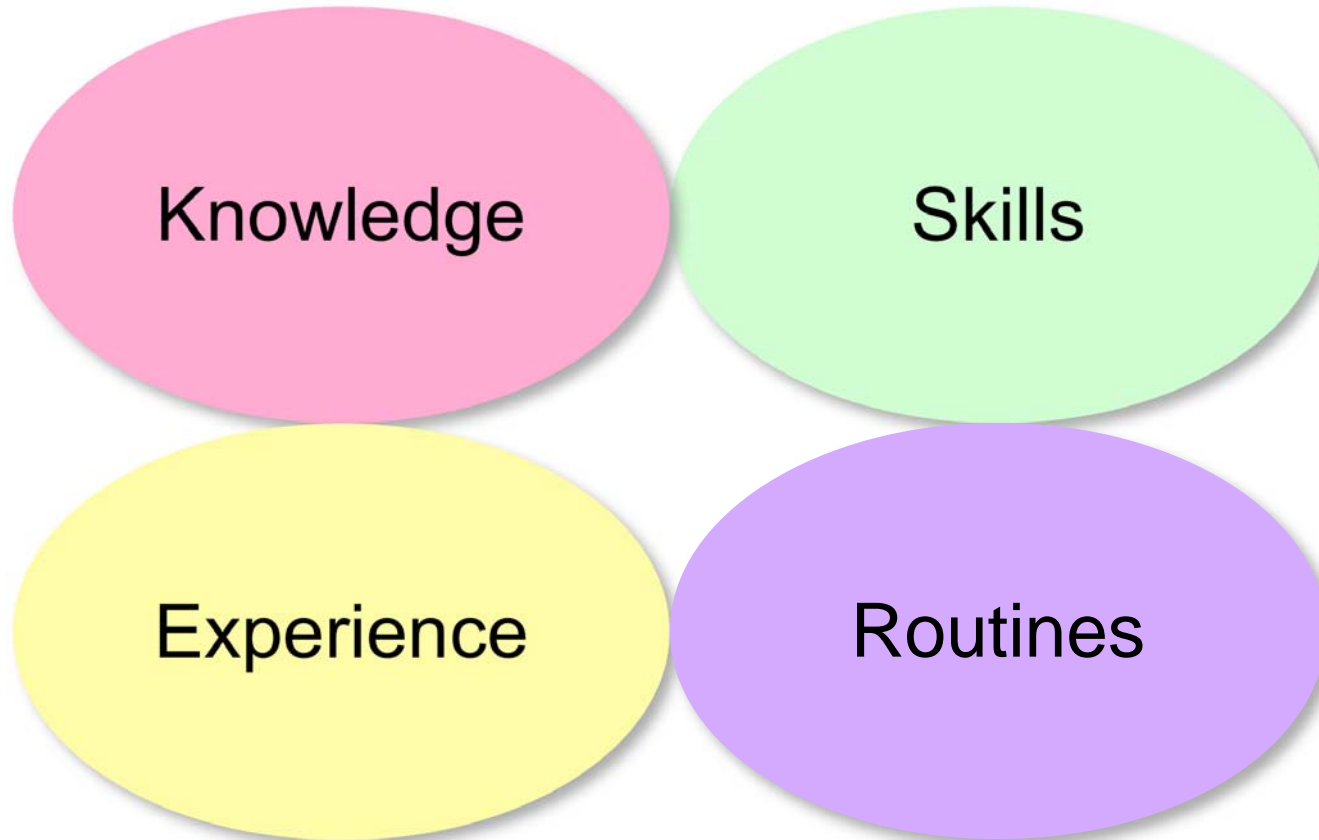


Valuable

What is Expertise?



Methods for Transfer



Expertise Replacement



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	PROS	CONS
Hire consultants		
Recruit experts		
Train/educate staff		
Build experience of staff		

Prioritising Expertise



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Two filters: (a) How important is it to spread this around? (b) What's the best way to replace or renew this expertise?

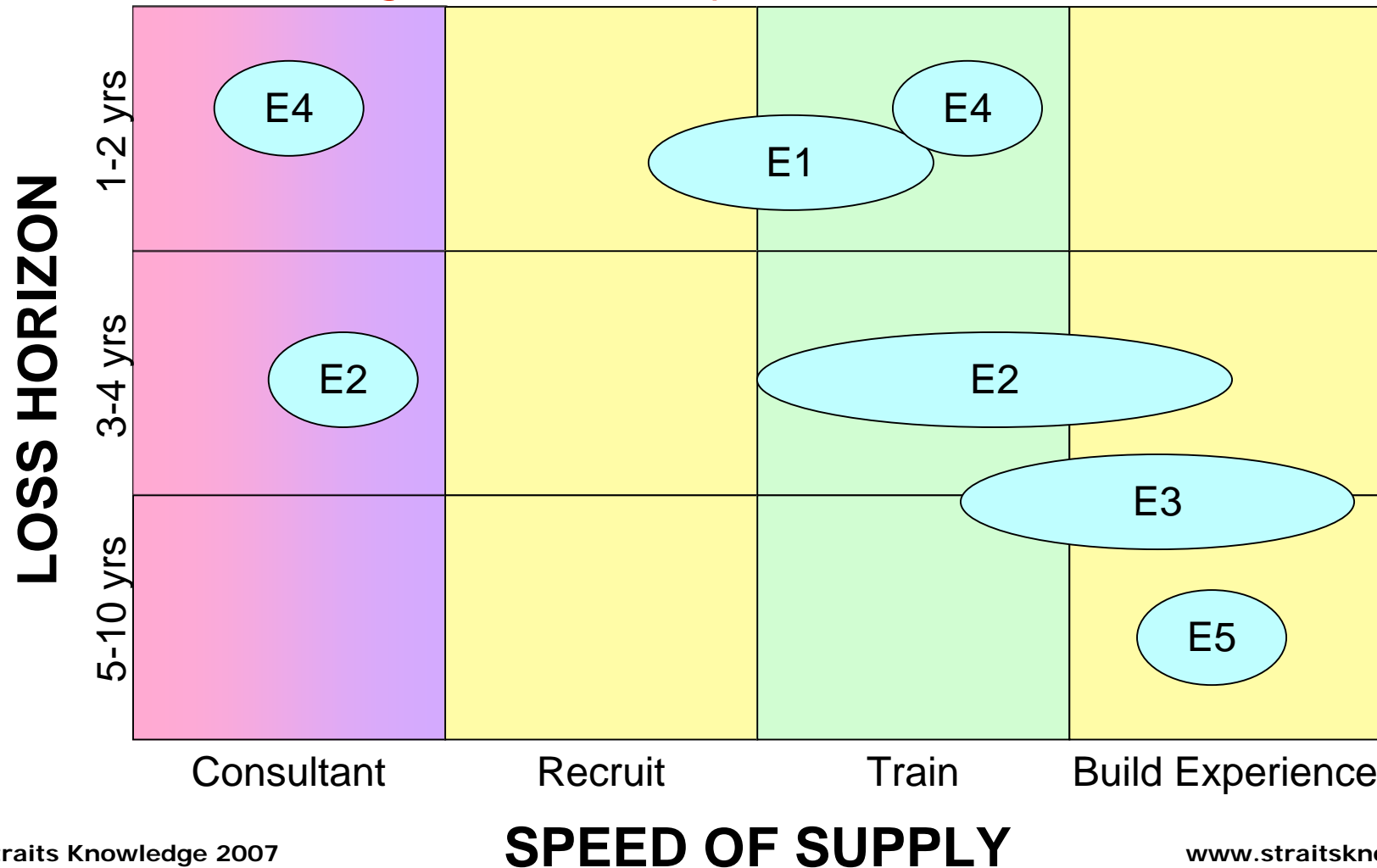
(a) Using your knowledge maps and your knowledge of your division's work:

1. Find the areas of expertise and list them
2. Indicate the urgency of addressing the expertise transfer need (Importance x Need for Transfer)
3. For the top 5 scorers, indicate the balance of K-E-R-S involved eg 60%K 10%E 10%R 20%S
4. Who needs to acquire this expertise? How much knowledge, experience, routines and skills are they starting with? (ie how steep is their learning curve)

Prioritising Expertise



(b) Identify the best strategies for expertise replacement or renewal for your top five expertise areas. How and where will knowledge transfer help?



Project Definition



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1. What's your project or work area?
2. What types of expertise do you need to spread or transfer and why?
3. What is the replacement/renewal strategy?
4. What are likely to be the most productive knowledge transfer approaches?

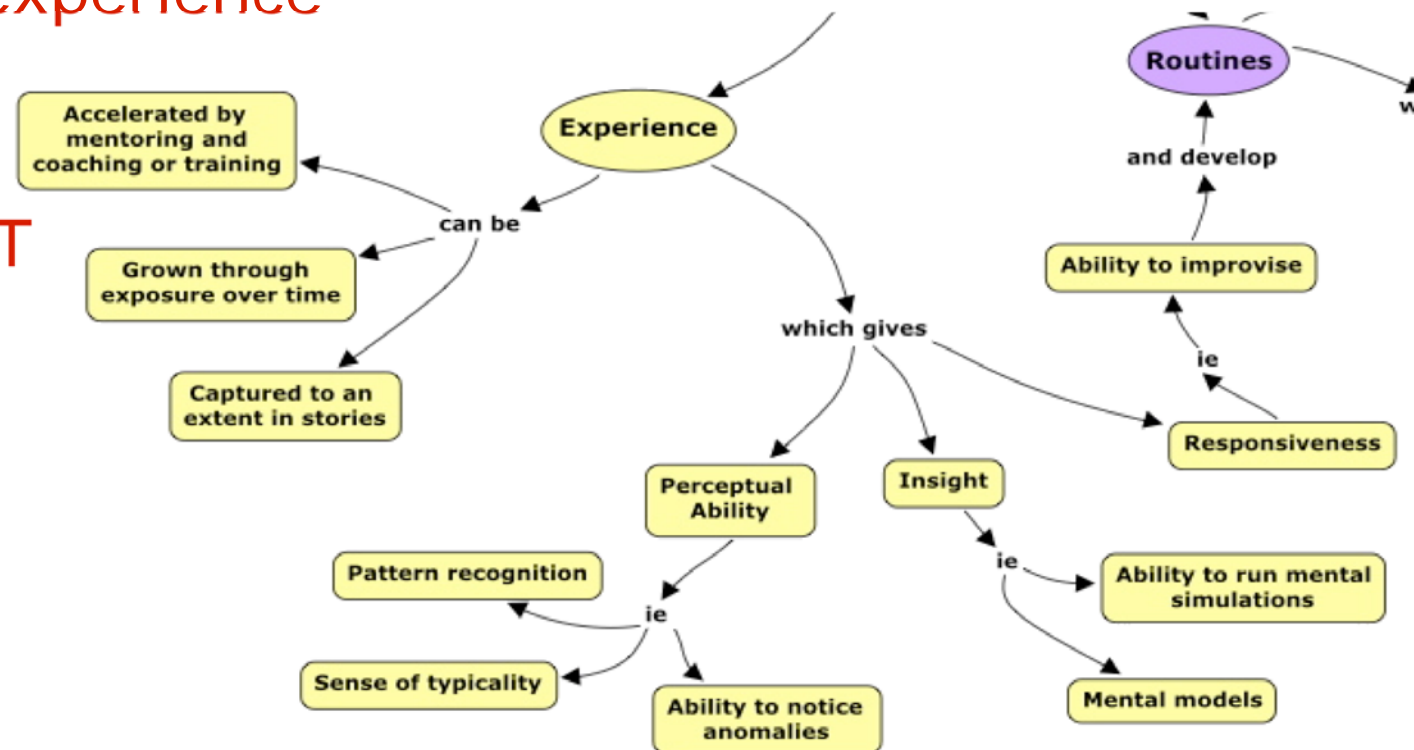
K-Transfer as Experience Accelerant



Learn through experience (slow, and includes failures) or:

Learn from experience to

- SEE
- INTERPRET
- RESPOND





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Any Questions?

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