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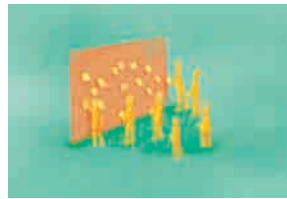
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Each pack of KM Method Cards contains concise descriptions of 80 Approaches, Methods and Tools for Knowledge Managers and KM Activists. You can use these cards:

1. In KM strategy and planning sessions to brainstorm your implementation possibilities
 2. When identifying training needs for your knowledge managers, KM activists, and community coordinators
 3. As a quick reference guide to identify useful techniques during KM projects
 4. As a starting point to exploring new KM techniques and approaches
 5. To raise awareness among operational staff about the possibilities of practical knowledge management
- ... and probably many more! Let us know how you end up using them!

You can buy our KM Method Cards from www.straitsknowledge.com/store/

Try our new book for more in-depth guidance on 24 of the Method Cards! *KM Approaches, Methods and Tools - a Guidebook*

For training in many of the techniques in the KM Method Cards visit www.straitsknowledge.com/training/

KM Method Cards – References and Sources

We have given references below wherever there are clear originators of an approach or technique, or where we are aware of useful published and authoritative guidance relevant to a knowledge management context.

01. Knowledge & Information Management Policy – Marita Keenan & Patrick Lambe in 'Information and Records Management Policy Development Guidelines' http://www.greenchameleon.com/gc/guide_detail/information_and_records_management_policy_development_guidelines/

03. Positive Deviance – an emergent practice with a slowly developing collaboration initiative based at Tufts University <http://www.positivedeviance.org/>

07. Communities of Practice – the classic work is Etienne Wenger's book *Communities of Practice: Learning, Meaning, and Identity* (CUP 1998)

08. Email Detox – we were first exposed to this idea by Dave Snowden of Cognitive Edge <http://www.cognitive-edge.com>. It has been popularized by Luis Suarez <http://www.elsua.net/>

13. Information Architecture – the classic introduction is by Louis Rosenfeld and Peter Morville *Information Architecture for the World Wide Web* 2nd ed (O'Reilly 2002)

20. Safe Fail vs Fail Safe – this is an idea propagated by Dave Snowden of Cognitive Edge <http://www.cognitive-edge.com>

22. Project KM – a good introductory guide is by Nick Milton *Knowledge Management for Teams and Projects* (Chandos, 2005)

23. Stealth KM – this phrase has been around for several years but Niall Sinclair has recently written a book about how to implement it *Stealth KM: Winning Knowledge Management Strategies for the Public Sector* (Butterworth-Heinemann, 2006)

25. Enterprise 2.0 – The reputed coiner of this phrase is Harvard Professor Andrew McAfee who has a blog at <http://blog.hbs.edu/faculty/amcafee/> and started a case study wiki on Enterprise 2.0 cases at <http://www.cases2.com>

27. Appreciative Inquiry – developed to maturity by David Cooperrider of Case Western Reserve University, with a resources website at <http://appreciativeinquiry.case.edu>

28. Critical Decision Method – developed by Gary Klein of Klein Associates and escribed in Beth Crandall, Gary Klein and Robert Hoffman, *Working Minds: A Practitioner's Guide to Cognitive Task Analysis* (MIT, 2006)

29. Concept Mapping – pioneered by Robert Hoffman of the Florida Institute for Human and Machine Cognition, and described in Beth Crandall, Gary Klein and Robert Hoffman, *Working Minds: A Practitioner's Guide to Cognitive Task Analysis* (MIT, 2006)

30. Expertise Knowledge Audit – part of a suite of Cognitive Task Analysis techniques, pioneered by Gary Klein of Klein Associates and described as a 'Knowledge Audit Interview' in Beth Crandall, Gary Klein and Robert Hoffman, *Working Minds: A Practitioner's Guide to Cognitive Task Analysis* (MIT, 2006)

33. Play of Life – invented originally for non-KM-specific uses by Dr Carlos Raimundo and described in his book *Relationship Capital* (Longman, 2002)

34. After Action Review – good description and examples in Chris Collison and Geoff Parcell, *Learning to Fly* 2nd edition (Capstone, 2004)

36. Strategic Conversation – a nice clear guide produced by Maricopa Community Colleges in Arizona is in Linda Rosenthal and Donna Schober, *Strategic Conversations: Tools for Board Leaders and Meetings* (Maricopa Community Colleges, 1997)

37. World Café – the pioneers in this technique have written a book, Juanita Brown and David Isaacs, *The World Cafe: Shaping Our Futures Through Conversations That Matter* (Berrett-Koehler, 2005) and the World Café community has a resources website at <http://www.theworldcafe.com>

38. Open Space Technology – developed by Harrison Owen and described in his classic book *Open Space Technology: A User's Guide* (Berrett-Koehler, 1997) with an OST community website at <http://www.openspaceworld.org>

39. Retrospect – good description and examples in Chris Collison and Geoff Parcell, *Learning to Fly* 2nd edition (Capstone, 2004)

40. Pre-Mortem – developed by Gary Klein of Klein Associates and described in Gary Klein 'Performing a Project Pre-Mortem' *Harvard Business Review* September 2007

41. Peer Assist – good description and examples in Chris Collison and Geoff Parcell, *Learning to Fly* 2nd edition (Capstone, 2004)

42. Anecdote Circles – pioneered by Dave Snowden of Cognitive Edge (<http://www.cognitive-edge.com/method.php?mid=41>) as a "naturalistic" knowledge management technique and nicely described by Shawn Callahan and Mark Schenk in *The Ultimate Guide to Anecdote Circles* (Anecdote, 2006)

44. Cultural Archetypes – an anthropological approach introduced into KM by Dave Snowden of Cognitive Edge (<http://www.cognitive-edge.com>)

49. Future Backwards – a technique developed by Dave Snowden of Cognitive Edge and is described at <http://www.cognitive-edge.com/method.php?mid=10>

50. Most Significant Change – developed by Rick Davies and Jess Dart and described in their ebook *The 'Most Significant Change' (MSC) Technique: A Guide to its Use* available from www.mande.co.uk/docs/MSCGuide.pdf

51. Story Listening – a very clear articulation from Shawn Callahan of Anecdote http://www.anecdote.com.au/archives/2005/09/how_marketers_c.html

52. Social Network Analysis – a very accessible guide to social network analysis in a business and knowledge management context comes from Robert L. Cross and Andrew Parker *The Hidden Power of Social Networks: Understanding How Work Really Gets Done in Organizations* (Harvard Business School Press, 2004)

53. Value Network Analysis – pioneered by Verna Allee (<http://www.alleevaluenetworks.com>) with a practitioner community resources website at <http://www.value-networks.com>.

54. Card Sorting – a very accessible guide from Donna Spencer and Todd Warfel can be found at Boxes and Arrows (2004) http://www.bboxesandarrows.com/view/card_sorting_a_definitive_guide

55. Decision Games – pioneered by the US Marine Corps, and refined by Gary Klein of Klein Associates, described in Gary Klein, *The Power of Intuition* (Doubleday, 2004)

58. Information Neighbourhood – a concept developed by Patrick Lambe and Maish Nichani and described in Patrick Lambe, *Organising Knowledge: Taxonomies, Knowledge and Organisational Effectiveness* (Chandos, 2007)