

KNOWLEDGE SHARING TECHNIQUES

for expertise transfer, collaboration, project learning

A **STRAITS KNOWLEDGE** TRAINING & COACHING PROGRAMME

KM and Knowledge Transfer

Knowledge Management is not just putting in place a technology solution. It's also about having the right skills at the right time to facilitate the right kind of knowledge sharing, eg,

- during a project meeting
- while planning or reviewing new work cycles
- bringing new members of the team up to speed
- figuring out what is that special something that extremely experienced members of staff know and how it can be transferred
- identifying important lessons learned
- creating a sharing culture
- capturing knowledge in accessible ways

Why Knowledge Sharing is Important

We are often very vague about what exactly we mean by “knowledge sharing”, as if it is a one-size-fits-all activity that involves either talking about what we know, or writing something down. But knowledge sharing is a very sophisticated human activity, which changes according to the situational needs. You will need different techniques for:

- fostering a common understanding among team members
- accelerating the learning curves of new staff
- identifying key lessons learned in a major project
- calling in experienced staff to identify potential risks in a project.

Training and Coaching Programme

This extraordinary 12 day, 10 month practical KM training and coaching programme teaches a suite of proven knowledge transfer techniques. Some of the techniques such as after action reviews (AARs) will be relatively familiar. Others are less common and come from large-group facilitation, or from cognitive psychology research into the nature of expertise.

Who Should Sign Up?

Knowledge Managers and Activists, KM Champions, Trainers and Facilitators, Project Managers, Community Coordinators, Team Leaders

What You Can Expect

All of the techniques are presented in the context of real organisational sharing needs. The training includes guidance on when the tools are appropriate and when they are not, and the extent to which they can be adapted to local needs and constraints.

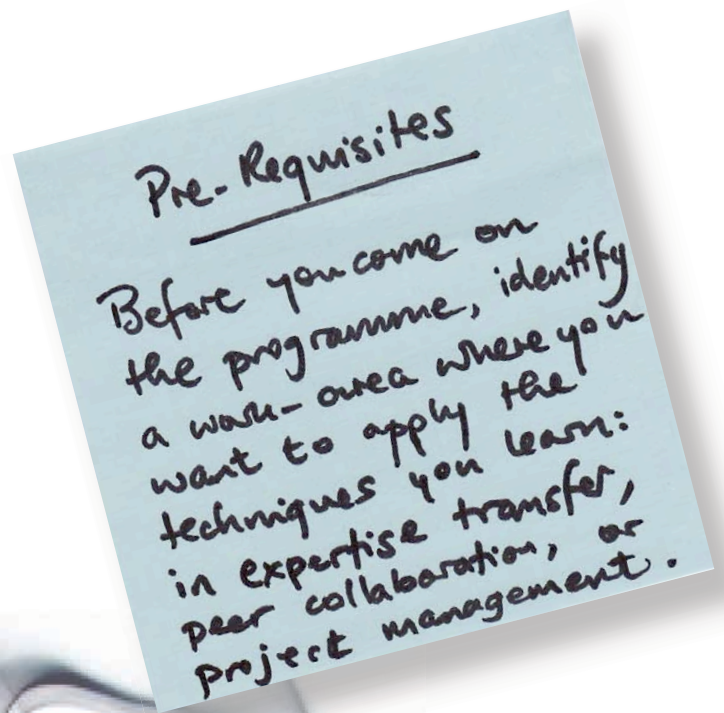
Our programme provides a toolkit of techniques that you will be able to apply across a range of different situations for knowledge transfer and knowledge capture. The full programme is spread over 10 months to allow participants the time and opportunity to apply the tools and techniques, share and learn with their co-participants, and get feedback and coaching from your trainers.

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Knowledge sharing can happen a hundred different ways, depending on the situation. Do you know which techniques to use, and when? We'll train and coach you in proven techniques for facilitating knowledge transfer, to help your effectiveness.

You will learn how to:

- Facilitate effective sharing sessions
- Select appropriate techniques for different knowledge transfer needs
- Get the best out of communities of practice
- Stimulate peer discussion and collaboration
- Plan an expertise transfer programme
- Elicit knowledge of experienced staff and experts
- Embed KM practices into projects
- Capture project knowledge and learning
- Package and arrange knowledge for re-use



What the Workshops will Cover

		Expertise Transfer	Project KM	CoPs & Peer Collaboration
1	Planning and Establishing Communities of Practice (Orientation Workshop)			***
2	Understanding Expertise Transfer & Planning an Expertise Transfer Project (Orientation Workshop)	***		
3	Introduction to KM-Enabled Project Management (Orientation Workshop)		***	
4	Facilitation Skills: Open Space Technology; Blogging; After Action Reviews; Appreciative Inquiry	*	**	**
5	Organising Knowledge Assets for Easy Use; Developing Information Neighbourhoods	*	**	**
6	Facilitating Sharing: Pre-Mortems; Before Action Reviews; Retrospects; Storytelling; Anecdote Circles	*	**	**
7	Capturing Sharing: World Cafe; Rich Pictures; Concept Mapping	**	*	**
8	Interviewing Skills: Expertise Knowledge Audit Interview; Podcasting & Vodcasting	**	*	**
9	Using Knowledge: Critical Decision Method; Story Listening; Positive Deviance	**	*	**
10	Packaging Knowledge: Play of Life; Decision Games	**	*	*
11	Expertise Transfer: Peer Assists; Fishbowl; Screencasting	*	**	*
12	Evaluating Impact: Most Significant Change; Wikis & Wiki Raids	*	**	**

*** Asterisks illustrate the degree to which each workshop is relevant to the three practice areas

More Than A Training Programme

We want to see you gain real value from the techniques, so you'll get the following benefits alongside the workshops:

- Coaching during the workshops on how and where to apply the techniques appropriately
- Online coaching between workshops via a secure learning blog shared with other practitioners
- Wiki-based resource guides for each of the techniques
- Additional practice coaching and clinic hours are available as an option, for participants who think they'll need more structured support in their application of the techniques.

Q: Do I need a lot of experience in KM to join the programme?

A: No but it helps. We've had participants with no experience in KM and still found the programme valuable. The key thing is to come with an application area or KM challenges, to which you can apply the techniques taught. The more experience and practice you have, the greater value you're likely to get from the programme.

Q: Can I have more than one practice area?

A: Yes, although you should try and keep them manageable given that you will need time to assimilate the techniques, to plan and prepare for applying the techniques, doing the activity itself, and finally documenting your learning.

Q: If I don't have a clear KM practice area or challenge, can I still sign up for the programme?

A: We want participants to learn by doing, hence it's important that you come with an application area in mind. If you come without that, you're less likely to get full value out of the programme. If you foresee you'll need some extra help in identifying application areas, we recommend that you sign up for practice coaching and clinic hours, so that we can help you get the most out of applying the techniques being taught.

Q: What is practice coaching, and how much of it will I get if I subscribe to it?

A: Practice coaching is when you have us by our side while you try out the tools and techniques back at your workplace. You can expect up to 3 half-days of practice coaching throughout the programme if you sign up for this option.

Q: What are clinic hours, and how many will I be entitled to if I subscribe to them?

A: Clinic hours are 1-hr face-to-face consultations outside of the workshops, for participants who need extra help identifying appropriate opportunities to apply the techniques taught. There will be 3 clinic days throughout the programme, and you are entitled to an 1-hr session each time.

Q: What if I miss a workshop?

A: There are a few things that you could do: (1) watch the relevant video recording if available; (2) catch the same workshop in Cycle Two, if you're in Cycle One; (3) send an informed substitute, someone who knows what to listen out for on your behalf.

Q: What if I want to run this programme for staff in my organisation?

A: We have fine-tuned this programme after having gone through iterations as in-house programmes for our clients' knowledge champions. We'd be more than happy to explore running the programme in-house for you if you're interested.

Q: Do I have to attend the full programme of workshops?

A: No, you can sign up for any combination of workshops. However, the programme builds some generic skills and competencies for facilitation, interviewing and knowledge packaging throughout the course, so you'll get more value if you attend the full programme. And it's cheaper per workshop to sign up for the whole thing!

Call us at 62210383 if you have any other questions!

Programme Facilitators



Patrick Lambe

is Principal Consultant at Straits Knowledge. He is also Adjunct Professor in KM at the Hong Kong Polytechnic University, and President of the Information and Knowledge Management Society of Singapore. His latest book is Organising Knowledge: Taxonomies, Knowledge and Organisational Effectiveness (Oxford: Chandos, 2007).



Edgar Tan

is co-founder of Straits Knowledge. He is one of Singapore's leading practitioners of Open Space Technology and is an accredited and experienced Cognitive Edge practitioner. He has also been trained by Dr Gary Klein in Cognitive Task Analysis techniques for expertise transfer.

Programme Fees and Registration



Straits Knowledge
Redefining corporate knowledge

Yes! Please register me for this programme!

- Full Programme at S\$3,000 Cycle no. ____ (indicate whether Cycle 1 or 2)
- Full Programme Plus Practice Coaching & Clinics at S\$3,600 Cycle no. ____ (indicate whether Cycle 1 or 2)
- ____ no. of individual workshops at S\$380 per workshop (indicate here the number of workshops and circle the relevant dates below)
- Please contact me for group registration (3 or more from the same organisation get a discount of 15%)
- I am a member of iKMS (eligible for 20% discount)

PAYMENT

- Please invoice me I enclose payment by cheque

NOTE: Straits Knowledge is a non-GST registered organisation



This programme is supported by the Information and Knowledge Management Society (www.ikms.org).

Name: _____

Organisation: _____

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Programme Delivery Schedule

		Cycle 1	Cycle 2
1	Planning and Establishing Communities of Practice (Orientation)	26 May 2008	12 Aug 2008
2	Understanding Expertise Transfer & Planning an Expertise Transfer Project (Orientation)	27 May 2008	13 Aug 2008
3	Introduction to KM-Enabled Project Management (Orientation)	28 May 2008	14 Aug 2008
4	Facilitation Skills: Open Space Technology; Blogging; After Action Reviews; Appreciative Inquiry	17 Jun 2008	18 Sep 2008
5	Organising Knowledge Assets for Easy Use; Developing Information Neighbourhoods	22 Jul 2008	31 Oct 2008
6	Facilitating Sharing: Pre-Mortems; Before Action Reviews; Retrospects; Storytelling; Anecdote Circles	19 Aug 2008	21 Nov 2008
7	Capturing Sharing: World Cafe; Rich Pictures; Concept Mapping	16 Sep 2008	16 Dec 2008
8	Interviewing Skills: Expertise Knowledge Audit Interview; Podcasting & Vodcasting	9 Oct 2008	16 Jan 2009
9	Using Knowledge: Critical Decision Method; Story Listening; Positive Deviance	18 Nov 2008	19 Feb 2009
10	Packaging Knowledge: Play of Life; Decision Games	15 Dec 2008	20 Mar 2009
11	Expertise Transfer: Peer Assists; Fishbowl; Screencasting	15 Jan 2009	24 Apr 2009
12	Evaluating Impact: Most Significant Change; Wikis & Wiki Raids	17 Feb 2009	22 May 2009

CONDITIONS OF REGISTRATION

- (1) Straits Knowledge may change the scheduled dates but will seek to meet participant's scheduling constraints if it does so
- (2) Fees paid are non-refundable except in the case of workshop cancellation but may be assigned to other nominees
- (3) Straits Knowledge may cancel workshops if there is insufficient critical mass and will either offer a refund or a replacement date to registered participants

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