

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 three module practical KM training and coaching programme teaches a suite of proven knowledge transfer techniques in the three core areas of project management, collaboration, and expertise transfer. Some, such as after action reviews (AARs) will be quite 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 & Activists, KM Champions, Trainers & 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. Each module is delivered in a 2+1 day format with an interval to allow participants to apply the tools and techniques, share and learn with their co-participants, and get feedback and coaching from the 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.

3 Workshops, 20 Knowledge Transfer Techniques

Peer Collaboration & Communities

Day 1: Introduction to CoPs and Collaboration

- Orientation to the Nature of Communities & How to Identify Collaboration & Sharing Opportunities
- Open Space Technology as a Technique for Harnessing Participation & Energy

Day 2: Facilitating & Leveraging Sharing Events

- Appreciative Inquiry
- Storytelling & Story Listening
- Anecdote Circles
- Interviewing Skills, Podcasting & Vodcasting

4 weeks interval to apply the techniques

Day 3: Coaching & Deeper Application

- Debrief, Feedback & Coaching
- CoP Evaluation: Most Significant Change
- Positive Deviance & Better Practice Transfer

**KM Approaches Methods and Tools -
A Guidebook**

Patrick Lambe and Edgar Tan

Pre-Requisite

Before you come on the programme, identify a work area where you want to apply the techniques you learn

KM Method Cards
80 Approaches, Methods & Tools for
Knowledge Management & KM Activities

Project Learning & Knowledge Capture

Day 1: Project Learning

- Orientation to Knowledge and Learning Opportunities in Projects
- After Action Reviews & Retrospects
- Appreciative Inquiry
- Before Action Reviews & Pre-Mortems

Day 2: Knowledge Creation & Capture

- Facilitating World Cafes
- Concept Mapping for Knowledge Capture
- Rich Pictures for Knowledge Capture

4 weeks interval to apply the techniques

Day 3: Coaching & Deeper Application

- Debrief, Feedback & Coaching
- Stakeholder Management: Value Network Analysis & Rich Pictures
- Collaborative Planning: Peer Assists & Ritual Dissent

Expert Knowledge Transfer

Day 1: Introduction to Expertise Transfer

- Orientation to the Nature of Expertise, and How to Identify Critical Expertise Transfer Needs
- Interviewing Skills
- Concept Mapping for Knowledge Capture

Day 2: Structured Interviews & Sharing Events

- Expertise Knowledge Audit Interview
- Using the Fishbowl for Expertise Sharing
- Using Peer Assists for Problem Solving

4 weeks interval to apply the techniques

Day 3: Coaching & Knowledge Packaging

- Debrief, Feedback & Coaching
- The Play of Life Technique for Experience Sharing
- Knowledge Packaging: Podcasting & Vodcasting

You will learn how to:

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

More Than A Training Programme

Additional benefits include:

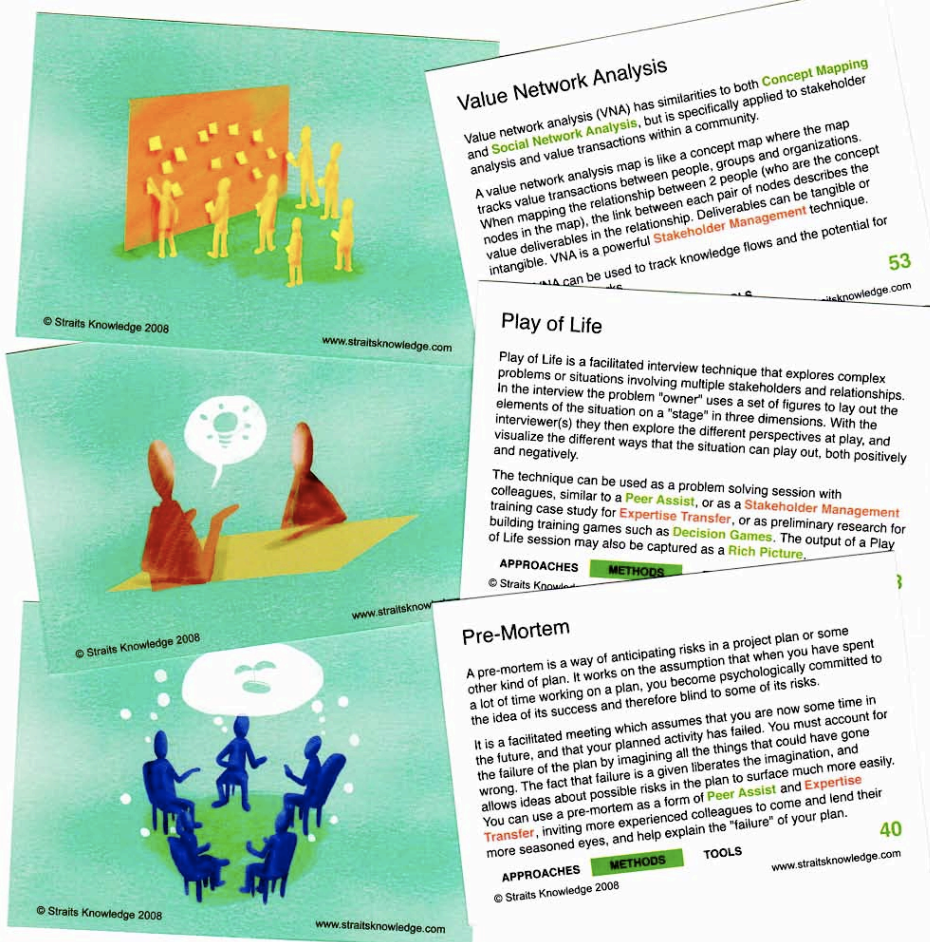
- Coaching during the workshops on how and where to apply the techniques appropriately
- Online coaching between workshops via a secure learning blog shared with other practitioners
- Free copy of *KM Approaches, Methods & Tools: A Guidebook* (worth \$72)
- Free pack of **KM Method Cards** giving ready reference on 80 approaches, methods and tools for practical KM (worth S\$60)

Programme Facilitator



Patrick Lambe

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



Free Guidebook & Pack of 80 KM Method Cards!

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 who 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 take more than one module and 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 just ask us, so that we can help you get the most out of applying the techniques being taught.

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 the next time round; (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 combined three module 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 Fees and Registration



Straits Knowledge
Redefining corporate knowledge

Yes! Please register me for this programme!

- Workshop # _____ at S\$1,300 each (*indicate which workshops*)
- Full Programme (all 3 workshops) at S\$3,450
- Individual workshop days at \$485 each (*indicate which workshops and dates*) _____
- 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: _____

Contact Address: _____

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Email: _____

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Programme Delivery Schedule 2010

	Days 1-2	Day 3
1 Expert Knowledge Transfer	25-26 Mar 2010	14 Apr 2010
2 Project Learning & Knowledge Capture	15-16 Apr 2010	19 May 2010
3 Peer Collaboration and Communities	29-30 Jul 2010	18 Aug 2010

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 are due in advance and 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 registration and will either offer a refund or a replacement date to registered participants
- (4) Multiple discounts are not possible. Where two types of discounts are possible, the greater of the two will be applied.

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