

Four Ways We Can Get Started Working Together

The process by which you move your KM efforts forward doesn't have to take a long time and doesn't have to be expensive. One very practical approach is to engage a Knowledge Management consultant, which also doesn't have to take a long time and doesn't have to be expensive. The most effective way to do both is to get to work on a business or operational knowledge problem or challenge that is relevant, timely, and part of your work flow or operations...and get a quick win to demonstrate results that work. We know that *"results change behavior."*

The projects described below can jumpstart the process, with four ways we can work together for under \$5,000. They cover most of what we typically do at the beginning of a KM engagement anyway. Each leaves you better off, with a deliverable that makes it worth the investment, even if that's all we do together. But each package also gives you a chance to test us in your environment, build trust, and mitigate risk of performance before agreeing to larger or ongoing commitments.

So, consider the following starter efforts...

Where to start depends on your business or operational context...and whether you already have begun a KM effort in your organization, or are starting from the beginning:

1. **A Knowledge Management (KM) Maturity Assessment to get a snapshot of your pending or ongoing KM efforts.** This assessment examines six critical success elements characteristic of high performing, knowledge enabled organizations in the KM areas of people, culture, process, content, structure, and governance. You will better understand your organization's readiness to develop and deploy a sustainable capability to capture, adapt, transfer, and reuse your critical and relevant knowledge. The greater your capability is to leverage knowledge, the greater your ability to make the most effective decisions, develop the most effective solutions to the challenges you face, and to create greater value from your knowledge.

But the best part is that everything we do together after this task can be compared to a set of expectations and tracked against a measurable return on investment. Our reviews can be disciplined, detailed, and criteria based, as well as quick reviews based just on our experience. Either way, we focus on more than just personal opinions and can help you implement some immediate changes. What you learn from our assessment will also show you exactly what our standards are should we work on a KM project together in the future.

2. **Knowledge Management "Side-by-Side" Coaching.** We provide you with targeted insight and advice about your existing knowledge management strategy and implementation where you have challenges or questions. Or perhaps you are tackling this internally and just beginning your KM journey, we **help you get your KM effort off to the right start.** We work with you on a "one to one" level leveraging our insight and experience to provide you with effective, context relevant recommendations to improve or sustain the value of your KM program and your investment in that program. We'll guide you through this planning and help define at a high level what your KM program outcomes can be. We'll help you think through what it will take to deliver these KM and performance outcomes so can enjoy KM success whether you use our support in the future or not.

3. **Knowledge Management Concepts and Skills Training.** We deliver training for your leadership and workforce that delivers a practical understanding of KM concepts, strategies, and implementing practices, processes, and techniques at the individual, team, and organization level. Whether it's to create KM awareness or to provide comprehensive skills to your leadership and workforce to support your planned or ongoing KM program, we tailor and deliver this training training to your specific need and KM maturity. We deliver "fit for purpose" training necessary to change behavior and make learning lessons an integral part of the way you work.
4. **The Knowledge Loss Impact Assessment:** We work with you and your human relations or other subject experts to understand the dynamics of your workforce and culture with respect not only to your unique turnover factors, but also about how your organization captures, transfers, adapts, and reuses its critical knowledge in supporting your clients or customers and delivering the mission. The output is an analysis of workforce and culture factors that impact your turnover and the challenges that you face to address this risk.

Next Steps...after we get started with one of these projects

Beyond these tasks we can figure out whether training, coaching, hands-on help, or something else will serve you best. We'd love to collaborate with you further to provide this support, but it's easier to start off with a small project and then follow-up something ongoing including helping you to develop an organization-wide KM strategy and implementing framework supported by a well-designed and effective KM supporting organization to sustain your desired outcomes and investment in KM. We usually negotiate a fixed price not to exceed for larger efforts. You can also place on retainer with a schedule and fee structure that is a fit for your operational tempo, needs, and budget. This makes it easy for you to call us with things you want us to take a look at, small KM challenges or efforts you wish to address, meetings you want us to participate in, and other KM sustaining efforts.

During one of these initial projects, we'll learn each other's capabilities and preferences. You can engage us to take the next step or take it on your own. But either way there will be a lot less risk and uncertainty. And you'll have more confidence in the return you get and the outcomes you desire. Taking this path provides you with a low risk way to quickly find out before making a huge commitment.

It begins with a conversation – Call us at 571.934.7408 or Click "[Contact](#)" and send us a message