

Understanding KM - Creating Value From Knowledge (1 in a series)



Much is written about what Knowledge Management (KM) is and is not. I have always viewed KM as important from its ability to create value in an organization ... about "Creating Value from Knowledge."

KM is among other things a business discipline, with concepts, a necessary strategy, and implementing practices. KM is always about "continuous performance improvement," context, application in context, solving business or operational challenges, and developing and defining better solutions based on "connection, collection, and collaboration."

KM practitioners and academics that teach, write, and speak about KM often make it necessarily hard, abstract, and clinical. There is great value in the business discipline of KM if we can clearly and simply explain what KM is and the value people, teams, and organizations can gain from leveraging their knowledge as "part of the way they work."

Over my 16 years as a practitioner, I have found that "Knowledge Management is a process of continual renewal" where "the learning of one, becomes the learning of many."

Perhaps the code that needs to be broken is to view KM from the perspective of a process of continual renewal?

There are many definitions of Knowledge Management. In my view, KM is a business discipline critically about three things:

1. Improving individual, team, and organizational performance through a consistent and disciplined framework for capturing and reusing "what you know about what you do."
2. The art and craft of making effective practices understood, repeated, and extended.
3. Connecting KM concepts, strategies, and implementing practices within an organization to solve critical business or operational challenges and setting the stage to make better decisions over the longer term.

What is important is not what you call KM, rather it is the idea that individuals, teams, and organizations make capturing and reusing "what they know from what they do" an integral part of normal business operations, and not an extra task.

Through this series, I will survey at a high level the discipline of knowledge management and its application to help individuals, teams and organizations make better decisions and deliver better performance and mission outcomes.

Our objective is to gain a better understanding of the “know how” and “know why” of what is characterized as KM by understanding how KM can move from concept to strategy to implementing practice in an organization to continuously improve performance.

I hope you will find some value in this as well.

Comments and questions: bill@workingknowledge-csp.com

Website: www.workingknowledge-csp.com

Next: Moving KM From Concept to Strategy to Implementing Practice