

Moving KM From Concept to Strategy to Implementing Practice (2 in a series)



Capturing and reusing “what you know about what you do” is about improving performance at the individual, team, and organization level. There are four leadership and workforce level knowledge challenges to address in successfully **helping an organization move KM from concept to strategy to implementing practice:**

1. The explicit or formal management of knowledge in ongoing operations.
2. Improving the ability to leverage the hidden value of organizational (personal and institutional) knowledge in business operations, decision making, and problem solving.
3. Improving the ability to learn from past challenges and successes in strategic decision making and mission and solution delivery.
4. Creating value from knowledge, experience, and insight held by leadership, workforce, customers, and stakeholders.

Acceptance of “KM” requires that the individual and the organization see “value” in making “capture and reuse” a regular part of the “way they work.”

To move from concept to strategy to implementing practice, to enable a corporate (top down) and workforce driven (bottom up) knowledge culture, consider focusing on easily stated and easily understood outcomes tied to select measures of (KM) success. These in turn should track to existing strategic initiatives and business and operational measures of value.

This ensures that any investments you make in KM are grounded in the overall strategy and desired outcomes of your organization. When visibly part of the future picture (vision) and direction of the organization, KM is more likely to get the support needed for success in creating a higher performing, knowledge enabled organization.

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Next: Knowledge Leadership