

# Developing, Implementing, and Resetting a KM Strategy in a Time of Uncertainty

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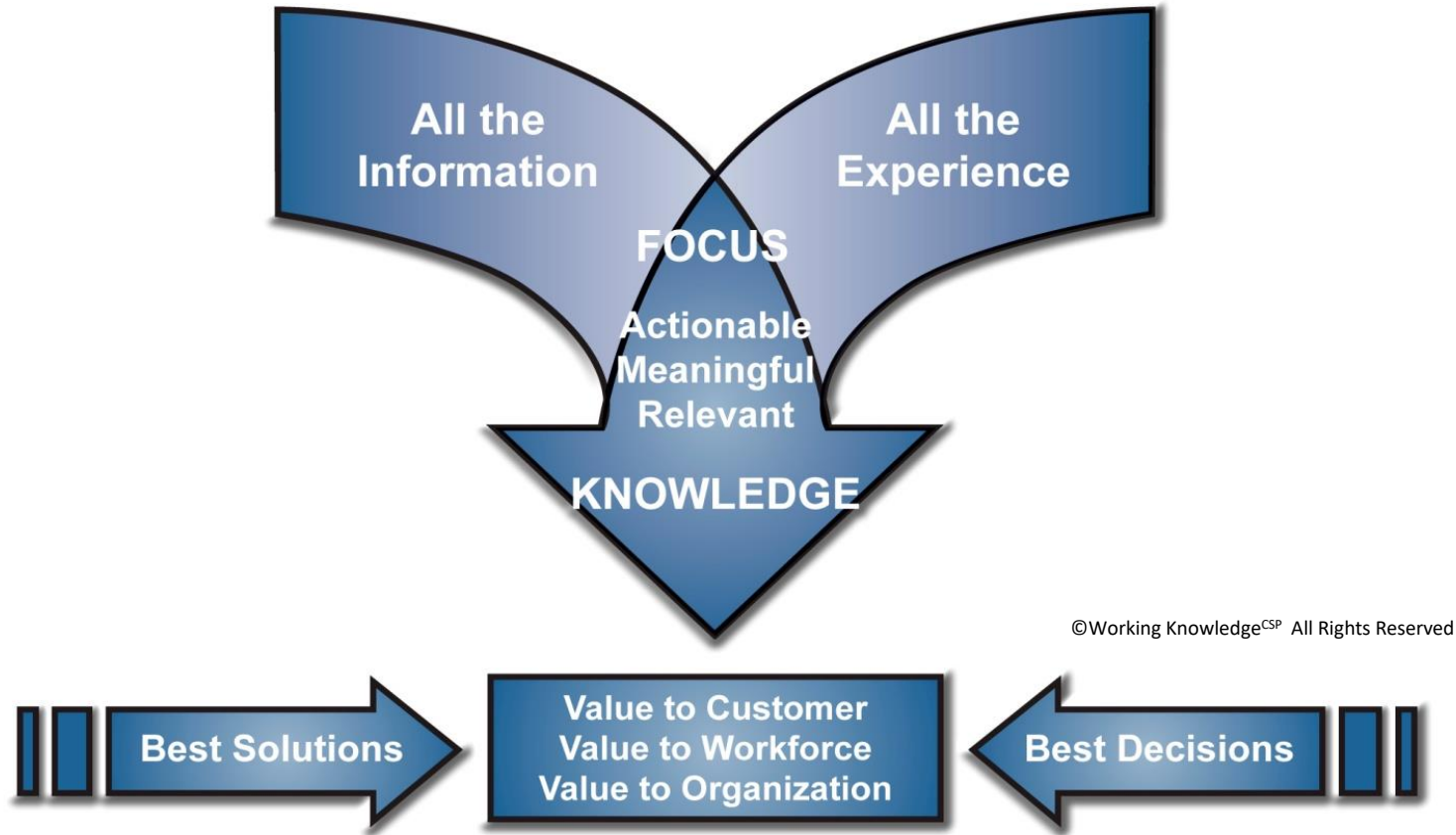
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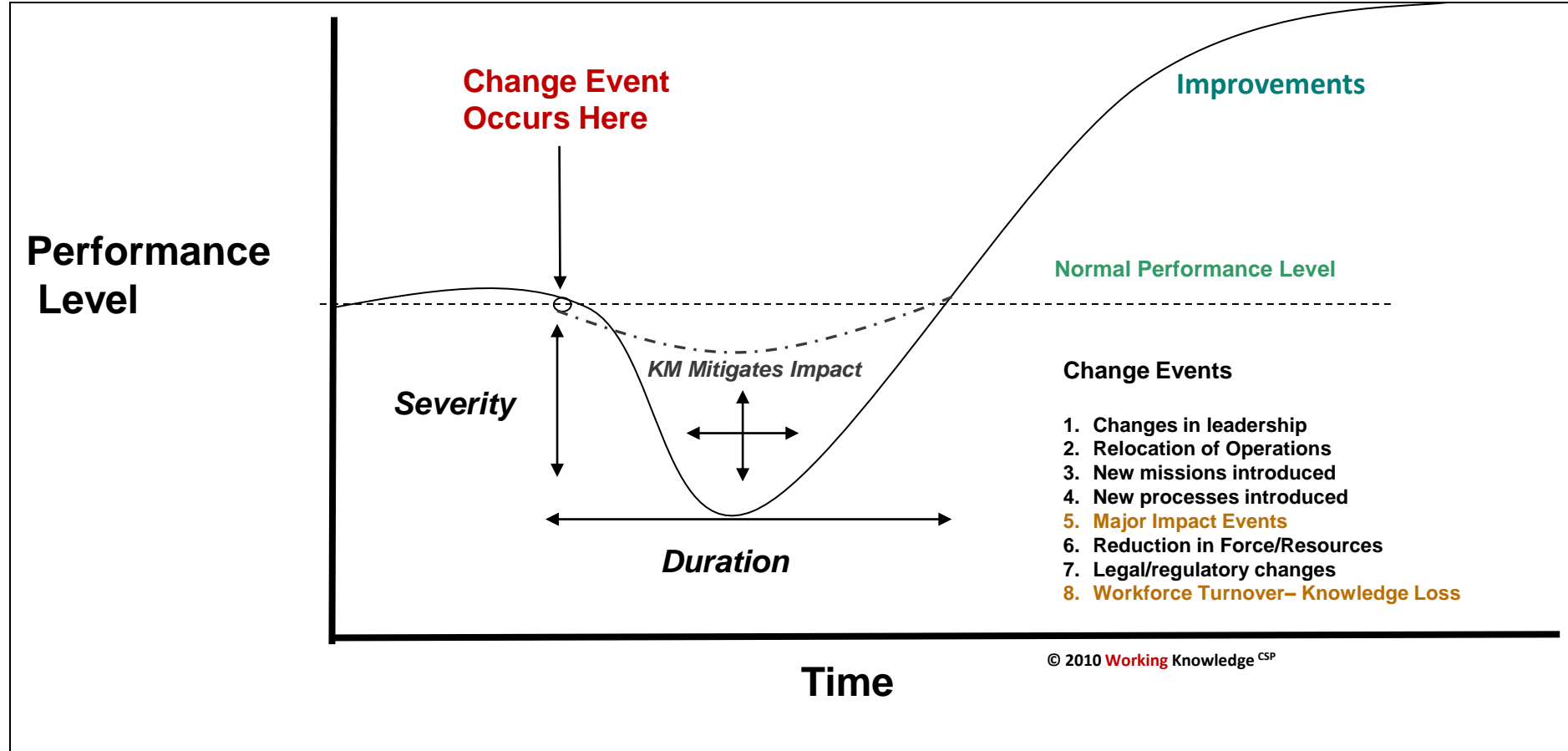


# One View of Knowledge



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# Change Drives Knowledge Needs



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# Change Drives Knowledge Needs

- Determines kind of knowledge needed to mitigate the impact of change and a critical change event on the normal operating performance of the unit
- Units that can effectively leverage their knowledge will shorten not only the severity of the impact, but also the duration of the impact.
- Do You Have a Knowledge Management Strategy?
- If you have a Knowledge Management Strategy, is it still relevant?



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Successful KM Strategies and their implementation have in common an understanding of the business and operational environment (BOE) and KM environment (KME).

The KM Strategy and its implementation is “bespoke” and “fit for purpose” - designed and implemented in the local context, driving sustainability.



Kick Off



Understand the Business and Operational Environment (BOE)



Understand the Knowledge Management Environment (KME)



Analyze and Create a KM Baseline (as-is)



Develop a Shared KM Vision and Outcomes (to-be)



Gap Analysis (to be vs. as-is)



Develop KM Strategy to Close Gaps (what)



KM Implementation Plan (how)



Pilot Implementation



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# Knowledge Leadership

Practice

Knowledge Management isn't only words or concepts. KM must become consistent and a leadership supported action with modeled behavior that is part of the work processes to the point where "KM" isn't even spoken!

Knowledge Leadership is the focus and support needed within an organization to make knowledge capture and reuse part of workflow. Knowledge Leadership is neither a job description nor a position, but a shared responsibility existing at all levels within the organization.

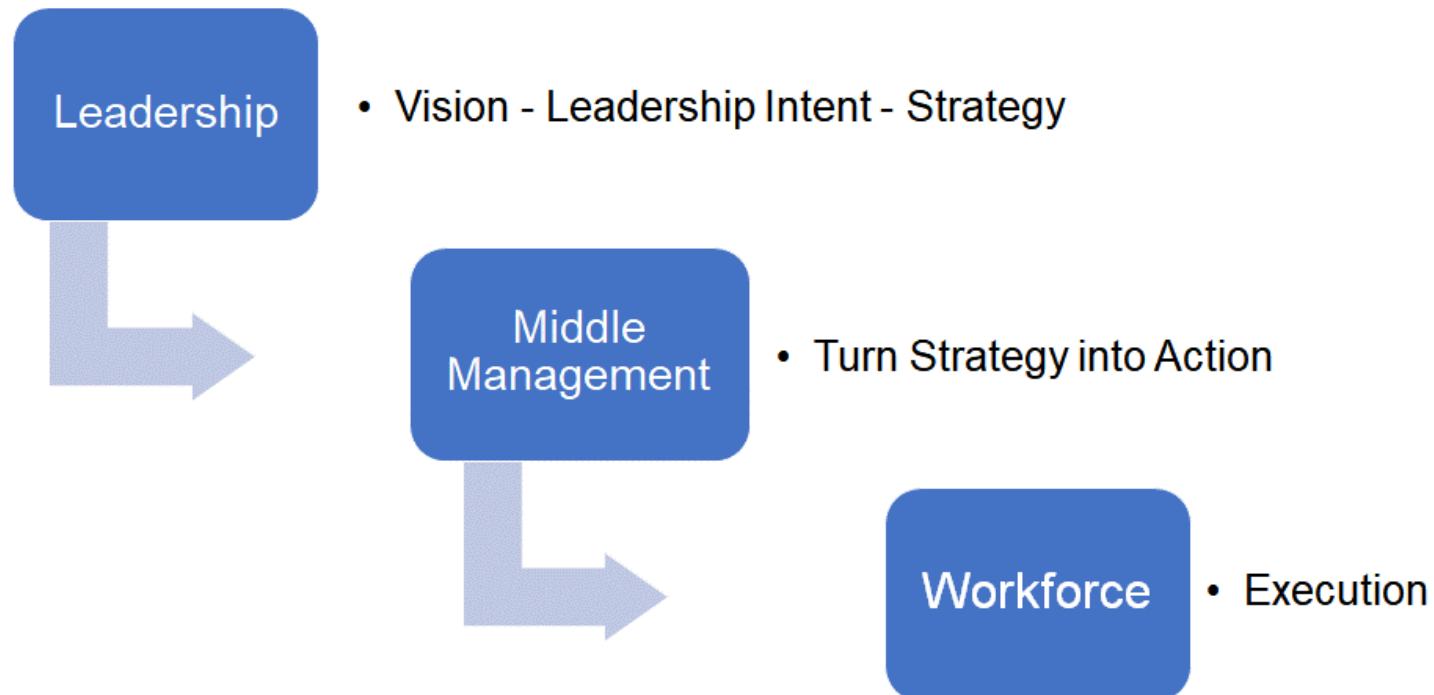


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# Knowledge at the Point of Execution®

KM implementation succeeds or fails from the middle!

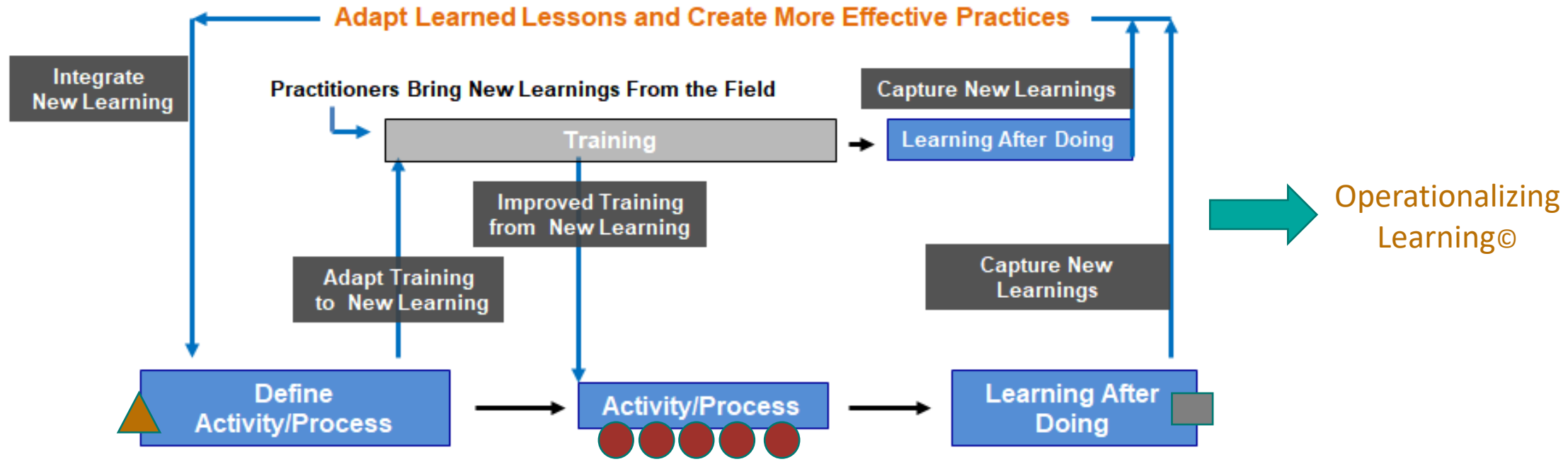
Translating leadership's KM intent and required outcomes to the greater workforce happens at middle management where "intent becomes action." If the middle doesn't get it, or buy into it, KM efforts likely fail.






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# “Knowledge Management is a Process of Continual Renewal”



- Learn Before (Peer Assist) 
- Learn During (Action Review) 
- Learn After (Retrospect) 



Question?



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Comments?



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