



## Services

### Knowledge Management

#### **Knowledge Enabled Process Analysis and Mapping**

We work with you to visualize and communicate the operational building blocks of your organization (1) where you create value, (2) where many of your organization's resources (dollars, hours, etc.) are consumed, and (3) which is your primary connection with clients/customers, suppliers and business partners. Unfortunately, business processes in many organizations are undefined, not representative of how work actually gets done, and inefficient. We provide you with a practical and effective set of skills, techniques and methods for identifying, mapping, measuring, objectively analyzing and continuously improving business processes and performance within and across your organization.

#### **Knowledge Management (KM) Maturity Assessment**

This assessment examines six critical success elements characteristic of high performing, knowledge enabled organizations. You will 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.

#### **The Knowledge Loss Impact Assessment**

We work with you 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 a careful analysis of workforce and culture factors that impact your turnover and the challenges that you face to address this risk

#### **Knowledge Management Concepts and Skills Training**

Training for your leadership and workforce that delivers a practical understanding of KM concepts, principles, 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, we tailor and deliver in class or distance training to your specific need. We deliver "fit for purpose" training necessary to change behavior and make learning lessons an integral part of the way you work.

#### **Leadership and Team Transition Knowledge Transfer**

We collaborate with you to determine what knowledge outcome you desire and then establish a facilitated process to deliver effective and efficient transfer of your critical knowledge and experience from the outgoing leadership or team to a successor leadership team or individual replacements. The knowledge of the transitioning leadership and its team members has immense value regarding planning, operations, projects, initiatives, and challenge that will likely face the incoming leadership. This is especially relevant in roles where the leadership team or team members have accumulated a significant amount of knowledge in addressing major challenges and initiatives that will transcend that leadership and the organization.

#### **Knowledge Management "Side-by-Side" Coaching**

We provide you with targeted insight and advice about your existing knowledge management framework and implementation where you have challenges or questions. 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 investment.