



Solutions

Knowledge Management

Blueprint for Creating and Sustaining a Strategic Knowledge Management Framework

We work side by side with you to (1) understand your readiness for implementing a sustainable knowledge management program, (2) develop a life cycle knowledge concept, tied to your strategic plan and leadership intent, for leveraging knowledge across your organization in support of your mission and vision, (3) analyze, map, and publish your critical processes, (4) develop an integrated, sustainable, and context-based knowledge management strategy that aligns with your culture, processes and technology, and (4) develop relevant KM implementing practices and techniques to deliver the strategy and meet established measures of performance success.

Managing Workforce Turnover and Knowledge Loss

We work with you to understand and then to recommend strategies and implementing practices to mitigate the risk of knowledge loss and retention due to workforce turnover within the context of your organization. You will not only gain the insight necessary to immediately begin to address your knowledge loss and retention challenges, but also to lay the foundation for establishing a disciplined and sustainable KM concept, strategy, and implementing practices to mitigate the loss of knowledge and improve knowledge retention in the long term.

Knowledge Based Continuity Planning

We work with you to focus on the human capital or tacit knowledge dimension of continuity planning. Complementary to the focus on the protection of the physical resources of a critical infrastructure necessary to operate, Knowledge Based Continuity Planning provides you with the implementing practices and tools you need to mitigate and then to recover from a catastrophic loss of your intellectual resources.

Operationalizing Learning -- Align Process, Execution, and Training for Improved Performance

We work with you to (1) assess and map your key processes, then align process, execution of the process, and training on the process, (2) through proven techniques for quickly capturing the knowledge about the process and then (3) integrating and aligning this new learning with the training necessary to execute the process as it is actually being performed. This ensures that the most current “know-how and know-why” of process execution is always part of the training so graduates enter an operational environment aligned with and knowledgeable about the way you actually do the work.

Knowledge Enabled Strategic Planning

Successful implementation of an organization's strategic plan requires the support of everyone in the organization, whether leadership or workforce, all with different and sometimes conflicting roles in pursuit of the mission. Our collaborative approach to strategic planning leverages knowledge and learned lessons from across the organization and incorporates the operational autonomy and specialization (experience and expertise) inherent in today's knowledge based organizations for strategic planning success.

While there is structure and a framework to the strategy development, it is not rigid and enables the knowledge of the organization to be leveraged to determine the future direction and vision of the organization at all levels. This results in a flexibly developed strategy, allows management to act, and facilitates broader understanding, acceptance, and ownership of the strategy because it relates in context throughout the organization.