Working Knowledge CSP
Concept | Strategy | Practice

Knowledge Management
Services

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Knowledge Mapping: Understanding the Supply and Demand for Knowledge

We work with you to facilitate your understanding of your business processes and to understand what knowledge is needed to more effectively and efficiently execute these processes. You will not only understand what knowledge is needed to execute each step of the process or workflow, but also what knowledge you have that you need and what knowledge you need that you don't have. This insight will help you to more effectively target and integrate KM concepts and practices into your processes or workflow to "create value from your knowledge." The outcome will provide insight to:

- What is "critical and relevant knowledge"
- Where this knowledge exists (repository/ people)
- Who needs this knowledge to get the job done
- In what form this knowledge exists and its currency
- Challenges in finding, accessing, and using/reusing this knowledge
- Where Communities of Practice (CoPs) can be valuable in researching challenges and creating new knowledge to support planning and operations.

Be prepared to invest time, people, and resources to effectively deliver these outcomes.

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. 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 longer 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.

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.

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.

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 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 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.

The Knowledge Management (KM) Maturity Assessment

This assessment examines 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.

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 and sustain the value of your KM investment.