Knowledge Management Concepts and Methodologies

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Agenda

• Introduction to knowledge management
• A few knowledge management methodologies
• IRTSC support to knowledge management
• Practical introduction to Teamworks
  – login
  – Update your profile
  – Adding content
  – TeamWorks spaces
1. “I can’t find what I’m looking for!”
2. “I don’t know how to do this”
3. “Why haven’t they told us about this earlier? We would not have wasted so much time”
4. “I’ve done all this work and now it’s useless”
5. “I can’t reach people quickly when I need to know something!”
6. “Colleagues who knew how to do this are gone and now nobody knows how this is done!”
7. “I have to start all over again on my own now!”

=> This is how/why knowledge management was invented!
Many definitions....

The objective is to provide the good knowledge to the right person at the right time
Nature of Knowledge

• Quite literally, what people know
• Knowledge is experience, insights, skills, concepts, feelings, ideas, ways of thinking or working
• Highly contextual
• Intangible, difficult to measure
Data, Information, Knowledge

Data
“1855A313”

Information
“Ethiopian Airlines flight 313 leaves Addis at 18:55”

Knowledge
“...That’s not a good flight; often busy and delayed.”
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Tacit vs. Explicit Knowledge

- Only a small portion of what we know is codifiable or "explicit"

- The vast majority of knowledge is uncodifiable or "tacit"

Iceberg Metaphor taken from SigmaConnect http://www.sigmaconnect.com
Knowledge Management Cycle

Training and Processes

Activity

Lessons Learnt

Knowledge Assets

Apply

Create, discover, capture

Adopt, adapt, share

Distill, validate, share

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The three components of knowledge management

- Processes
- People
- Technologies
People are the Key...

- Best Knowledge Repository
  - Conversations
  - Stories

- Best Knowledge Transfer Technology
  - Face-to-Face Interaction
  - Not always possible but everything else aspires to it

- A Community or Group of people

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**People**

- Changing Behaviours

**Processes & Approaches**

- Promoting Common Goals
- Demonstrating Value
- Supporting Processes

**Technologies**

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**KM methodologies**

- Storytelling
- Building Trust
- Creating Time & Space
- Peer Assist
- After Action Review
- Community of Practice
After Action Review

Communities of practice

Social Network Analysis

Knowledge Fairs

Good Practices

Knowledge Audit

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A Community of Practice...

“Group of people who share a common concern, set of problems, or passion about a topic, and who deepen their knowledge and expertise in this area by interacting on an ongoing basis”— Etienne Wenger
A Community of Practice...

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Benefits of Communities of Practice

- **Individual level:**
  - Allows opportunity to access new knowledge from others' experiences
  - Increases work effectiveness, e.g. through problem-solving
  - Provides an opportunity to remain informed in area of expertise
  - Leads to collective sense of purpose, of belonging
Benefits of Communities of Practice

• Organizational level:
  – Increased credibility, as part of knowledge partnership
  – Impact within topic area goes beyond own sphere of influence
  – Collective strength can lead to new funding opportunities
  – New ideas and solutions can lead to more innovations
Utilize a vast array of technologies

Technologies

Intranet

Teleconference

Email/lists

Video

Collaboration tools
What you gain by adopting KM practices

- Saves ‘reinvention’, goes to right approach quicker
- Provides faster transfer of ‘good practices’
- Locates critical expertise
- Captures core knowledge for re-use
- Provides solutions to intractable problems
- Reduces risk of trial and error
- Bottom line – higher revenues, lower costs

David Skyrme
A Web 2.0 site allows users to interact and collaborate with each other in a social media dialogue, in contrast to websites where users are limited to the passive viewing of content that was created for them. Examples of Web 2.0 include social networking sites, blogs, wikis, video sharing sites, etc.
Teamworks - let us practice!
What is “Teamworks”?

Teamworks is an online space where one can find colleagues, communities and meet them.
How can I take advantage of Teamworks?
Teamworks enables users to:

- Feature professional knowledge, experience and skills on staff through user profiles;
- Connect to peers by professional networking with staff and external partners for knowledge exchange;
- Stay on top of the work of business teams through just-in-time and transparent communication via status;
- Provide updates, comments and instant messaging;
- Join and contribute to Communities of Practice.
• Create ad-hoc user groups to capture free-flowing knowledge and foster innovation, communication and collaboration;
• Share insights and innovative solutions by contributing knowledge assets, links to external resources and recommendations;
• Obtain advisory services and find experts and consultants;
• Conduct effective searches to access a repository of knowledge assets;
• Obtain project information and share project achievements, evaluations and good practices.
Teamworks connects people....
Communities of Practice: small group discussion

- Organized around a domain or interest
- Members engage with one another
- Members mutually benefit from participating

- Which communities - either professionally or personally - are you part of? Can you give one example?
- Can you tell a story of how you have benefited from this community?
What do you think?

• How do you share knowledge, experiences, ideas at the Mauritius AAP? With partners?
• What do you think of approaches presented? Could they be of help to Adaptation practitioners in Mauritius?
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QUESTIONS

This presentation is based on the original from Marc Lepage, KM Team Leader at the Dakar UNDP Regional Services Center

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