



# Knowledge Management: An introduction

Thura Kyaw 19<sup>th</sup> June 2019, MIMU office IM network meeting

# What is KM?



#### By definition,

#### Knowledge:

"facts, information, and skills acquired through experience or education."

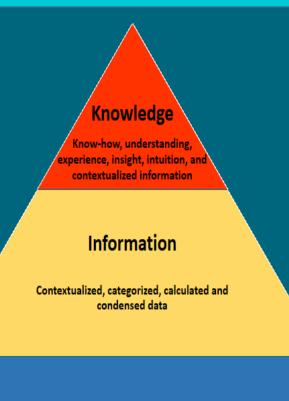
#### Management:

"the process of dealing with or controlling things or people."

#### **Knowledge Management:**

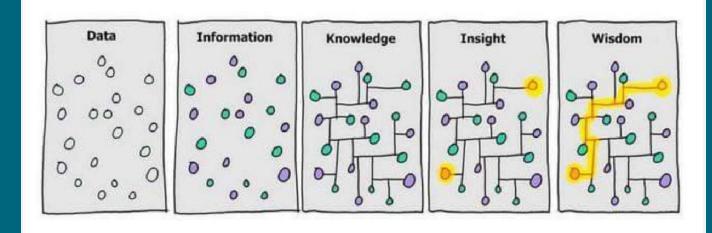
"Knowledge management (KM) is the process of creating, sharing, using and managing the knowledge and information of an organization."

# Data, Information and Knowledge correlation (including insights and Wisdom)



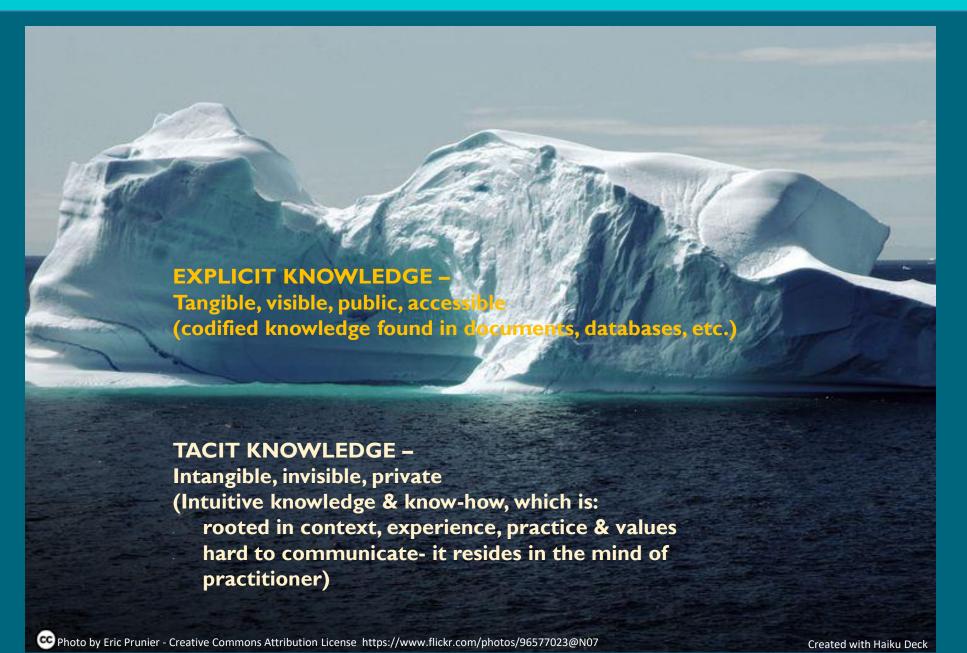
Data

Facts and figures which relay something specific, but which are not organized in any way

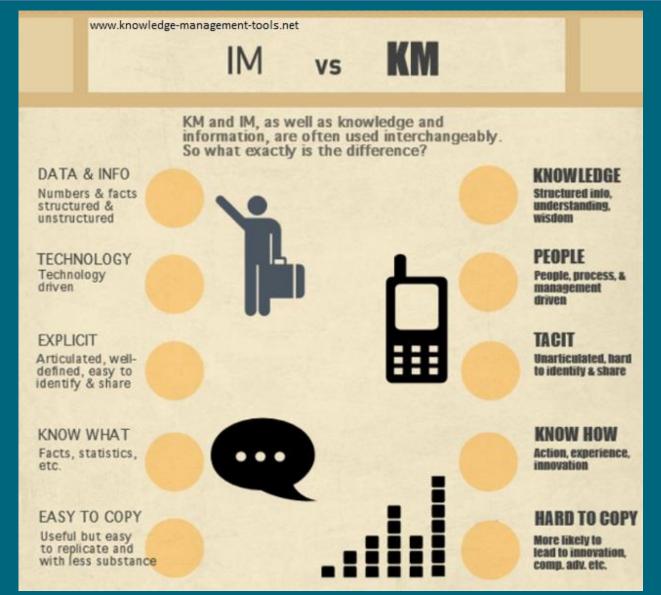


[Cartoon by David Somerville, based on a two pane version by Hugh McLeod.]

# Types of knowledge

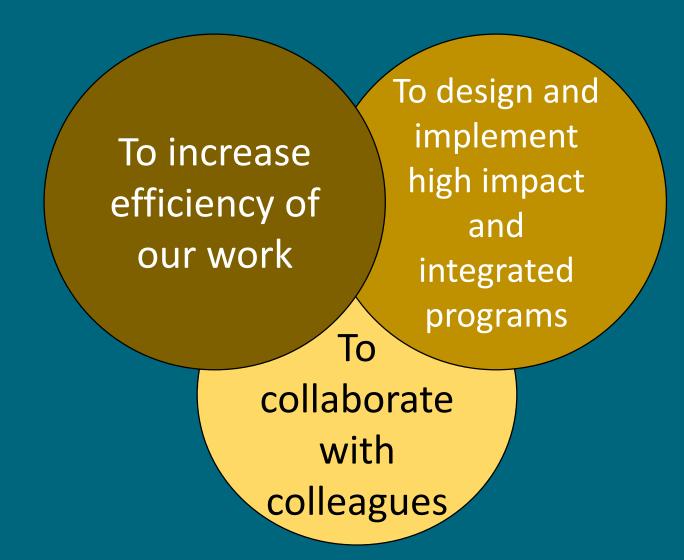


# We heard about Information Management and now knowledge management......hummm....what is the difference really?





# Why KM?



# 7 Reasons KM is important

- 1) Transform data into knowledge
- 2) Prevent knowledge loss
- 3) Prevent duplicate effort
- 4) Communicate & socialize your knowledge
- 5) Continually improve knowledge
- 6) Measure knowledge
- 7) Knowledge runs your business

# Getting to Know KM

#### **WHAT: Demystifying KM**

- Generating, Capturing, Sharing, and Applying Knowledge
- Primarily internally focused at Jhpiego
- Integrates with Communications
- Connects people to people—and knowledge



#### **KM** is Strategic

• Strategic management of knowledge = working smarter

# Is Knowledge Management New?

- Many of us simply do not think in terms of managing knowledge, but we all do it.
- Each of us is a personal store of knowledge with training, experiences, and informal networks of friends and colleagues, whom we seek out when we want to solve a problem or explore an opportunity.
- Essentially, we get things done and succeed by knowing an answer or knowing someone who does.

# Who Manages Our Knowledge?

#### **WHO: Responsibilities**

- Everyone is responsible for KM
- Good Practice: Assign KM focal points

KM needs to be intentional



# 3 Components of Knowledge Management

#### **Knowledge Management Components**

#### People

knowledge managers user surveys social networks communities training documentation communications

culture & values

knowledge help desk goals & measurements incentives & rewards

#### **Process**

creation
capture
reuse
lessons learned
proven practices
collaboration
content management

methodologies

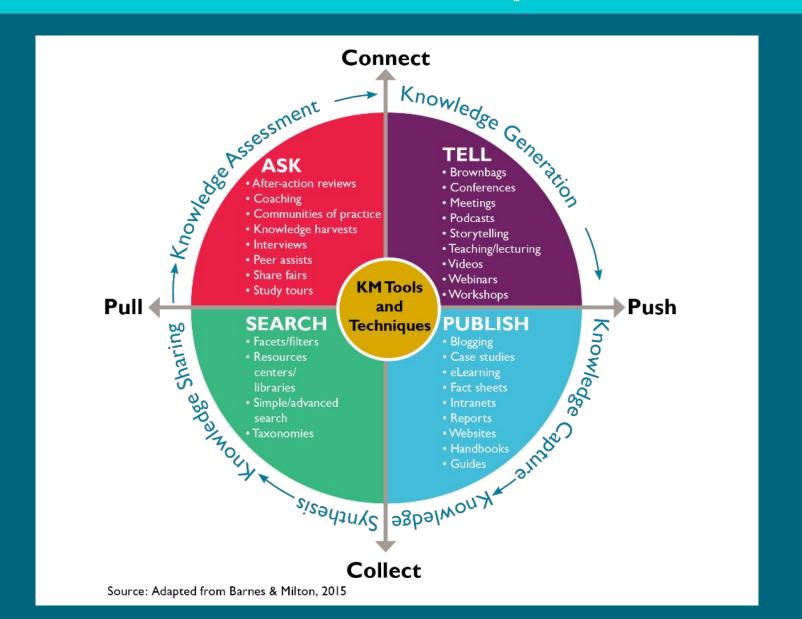
classification
metrics & reporting
management of change
workflow
valuation
social network analysis
appreciative inquiry
storytelling

#### Technology

user interface
intranet
team spaces
virtual meeting rooms
portals
repositories
threaded discussions
expertise locators
metadata & tags
search engines
archiving

blogs
wikis
podcasts
syndication & aggregation
social software
external access
workflow applications
process automation
e-learning
subscriptions
points tracking
reporting

# KM Tools and Techniques Matrix



### KM Tools in MCSP

#### Connecting People with People

Knowledge Sharing Meetings & Events

- Facilitator's Agenda Template
- Session Summary Template
- Post-Meeting Action Plan Template
- Meeting Evaluation Template
- Six-Month Follow-Up Template

Knowledge Marketplaces
Knowledge Cafés
Brown-Bag Lunches (BBLs)
Virtual Meetings and Webinars
Communities of Practice
Country-to-Country Sharing
Peer Assists

#### Reflection and Adaptation

After Action Reviews
Lessons Learned Workshops
Staffing Handovers

Handover Note Template

#### Connecting People with Information

#### Documentation & Dissemination Planning

- Audience Analysis Template
- Documentation & Dissemination Plan Template
- Common Knowledge Products
- Dissemination Guide
- Internal Dissemination Methods & Channels

#### Documentation Development

- Common Documentation Elements
- Getting to the So What
- Program/Technical Briefs Outline
- Case Studies Outline
- Journal Article Resources
- External Communications Resources

#### **Enabling Technologies**

#### Technologies for KM

Enabling Technologies Guide

#### MyMCSProgram

- Quick Start Guide
- Power User Responsibilities
- Private Site Plan Template

## A Portfolio of KM Approaches (APQC KM Essentials)

**Tacit** 

Knowledge Transfer

**Explicit** 

Tools and systems allow users to self-serve to find knowledge or experts

Self-service

Systematic tools to gather specific knowledge and reapply to relevant situations

Process -based Commu nities of Practice

Groups that share, learn and are held together by common interest topic

Transfer of best-practices

Facilitated knowledge sharing and internal benchmarking

Lower

**Human Interaction** 

Higher

# What KM activities are doing in Jhpiego?

- Brown-Bag Lunches (Fruit Talk in Myanmar)
- Lessons Learned workshops (During Action Review/After Action Review)
- Communities of Practice
- Country-to-Country Sharing
- Documentation (how-to guides, etc.), Templates
- Content Management System (Office 365/ SharePoint)
- Virtual meetings, webinars, Podcasts, intranet
- Search engines, archiving, standard taxonomies
- E-learning, knowledge repositories, case studies
- Coaching, Mentoring

### Lessons learned from KM activities implementing in Jhpiego?

- Needs buy-in from leadership
- KM takes time
- Technology plays an important role
- KM is good to be integrated with documentation and communication.
- KM needs to be strategic. And intentional.
- KM is everyone's business.

### Any opportunities to collaborate on KM between orgs?

- Networking meeting (for example; quarterly meeting)
- Joint capacity strengthening activities
- Case studies on KM practices (how it achieve the companies` results)

# Questions??

# Thank you!!

#### Ref:

- K4health presentation
- KM presentation by Theresa Norton
- APQC KM Essentials
- MCSP KM presentation