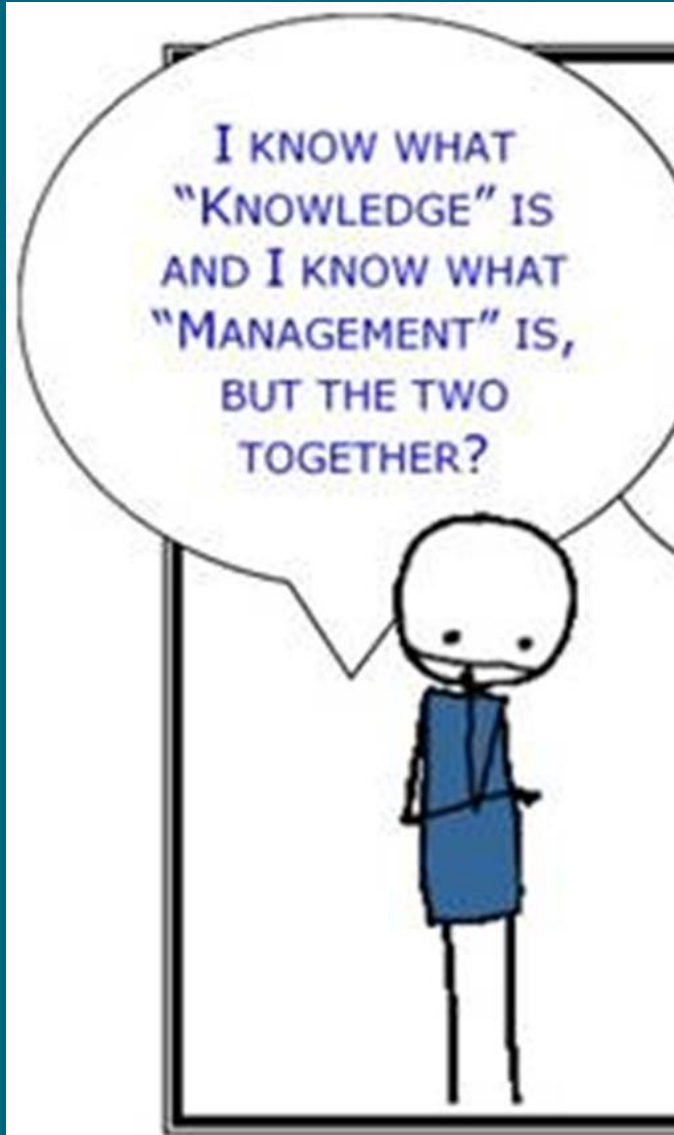


Knowledge Management: An introduction

What is KM?



By definition,

Knowledge:

“facts, information, and skills acquired through experience or education.”

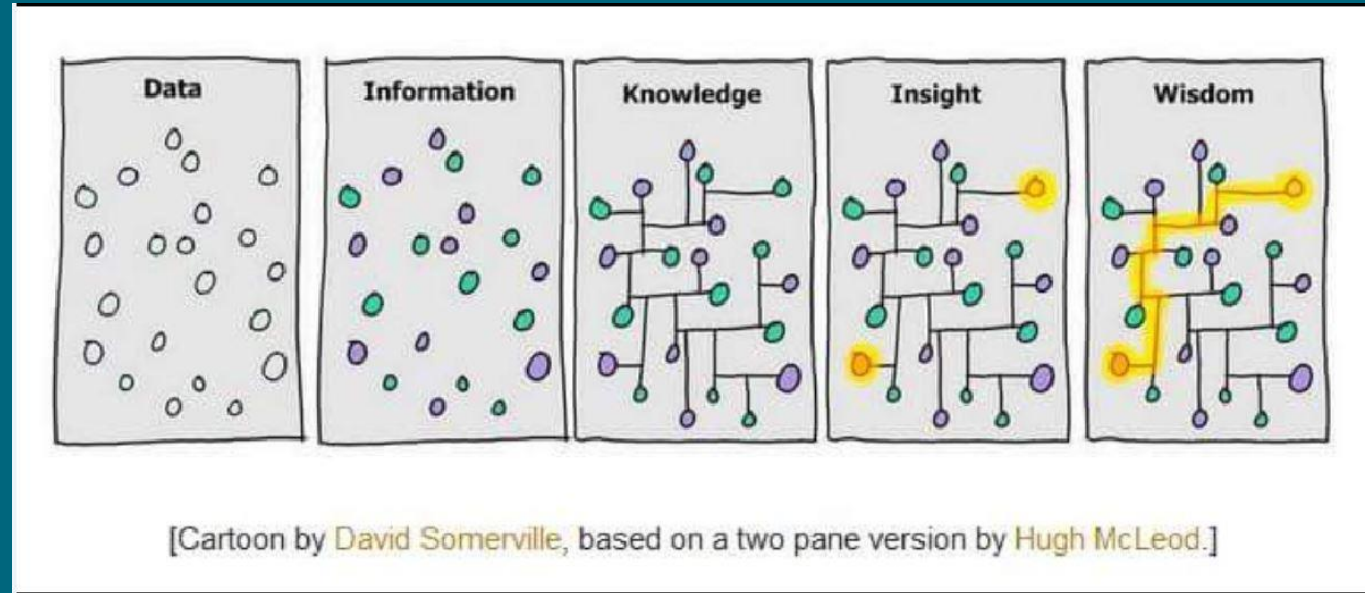
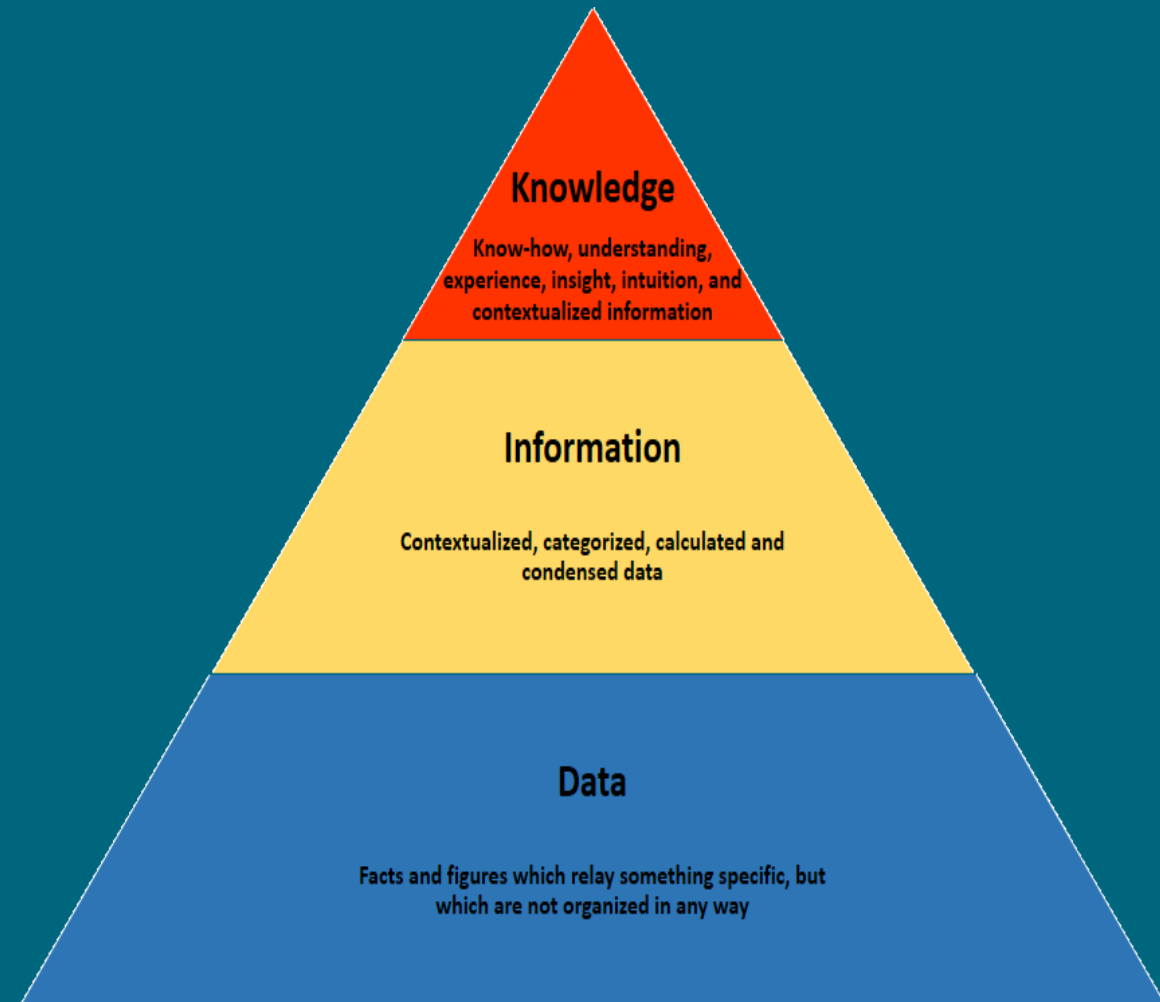
Management:

“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)



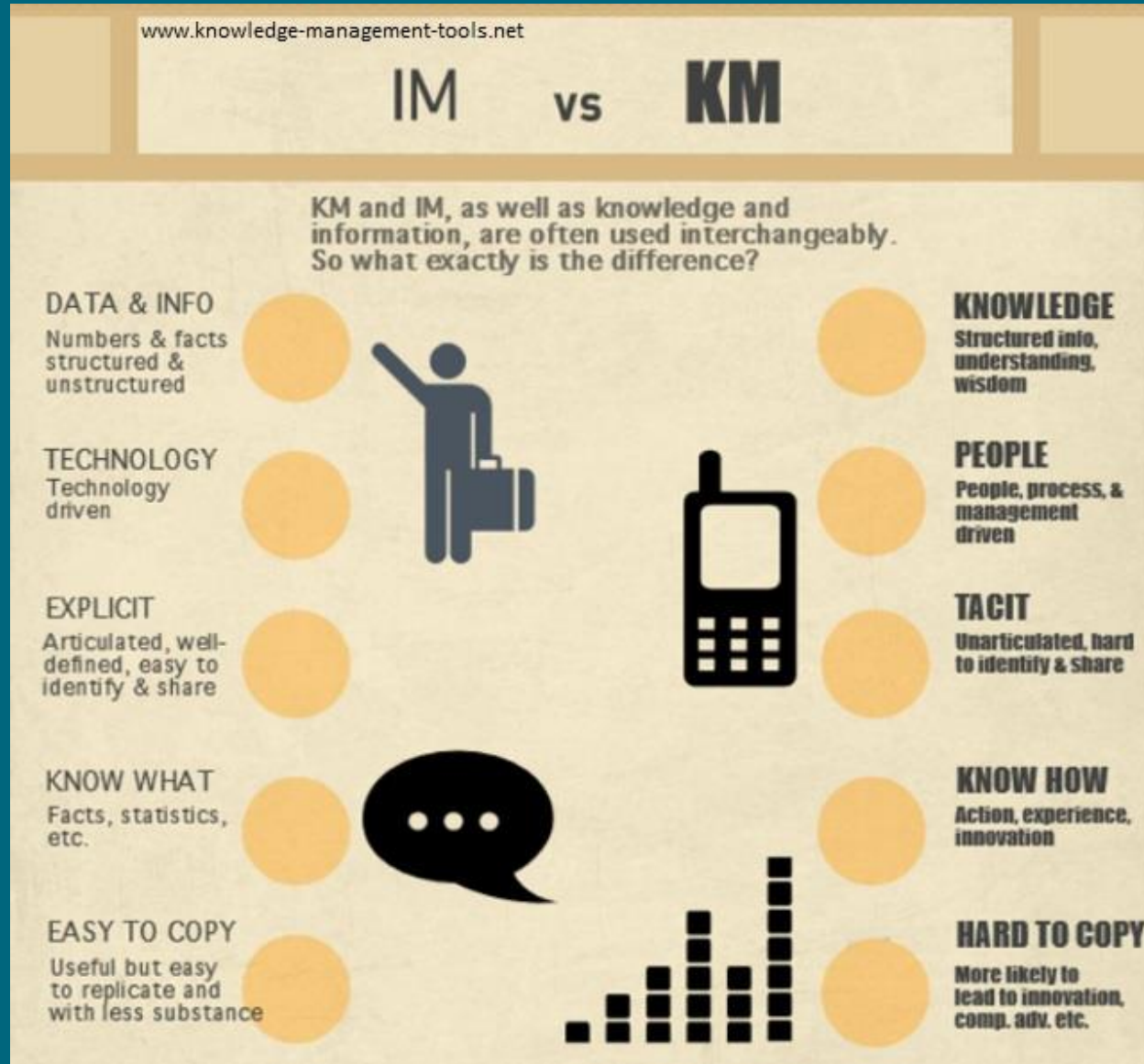
Types of knowledge



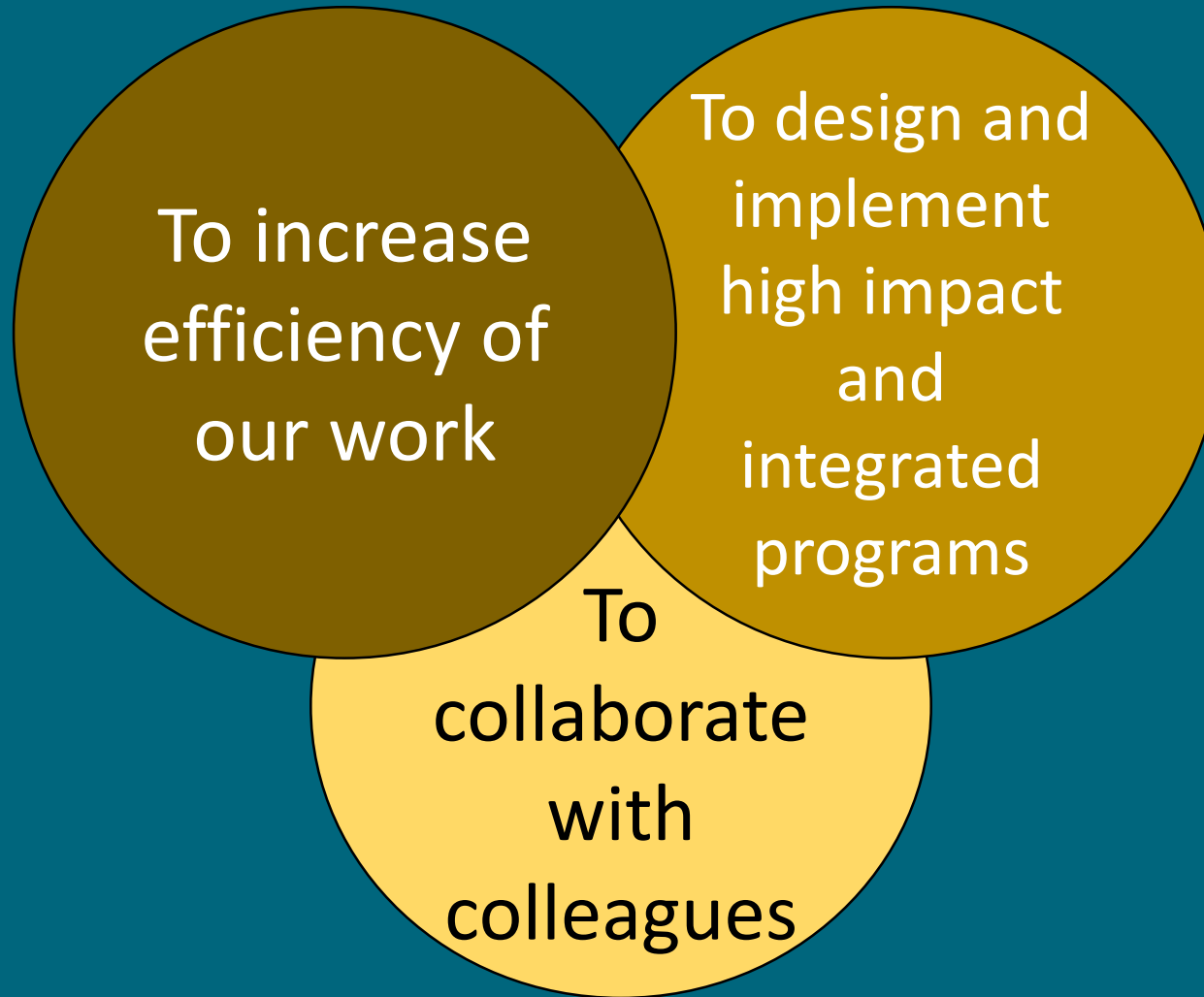
EXPLICIT KNOWLEDGE –
Tangible, visible, public, accessible
(codified knowledge found in documents, databases, etc.)

TACIT KNOWLEDGE –
Intangible, invisible, private
(Intuitive knowledge & know-how, which is:
rooted in context, experience, practice & values
hard to communicate- it resides in the mind of
practitioner)

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

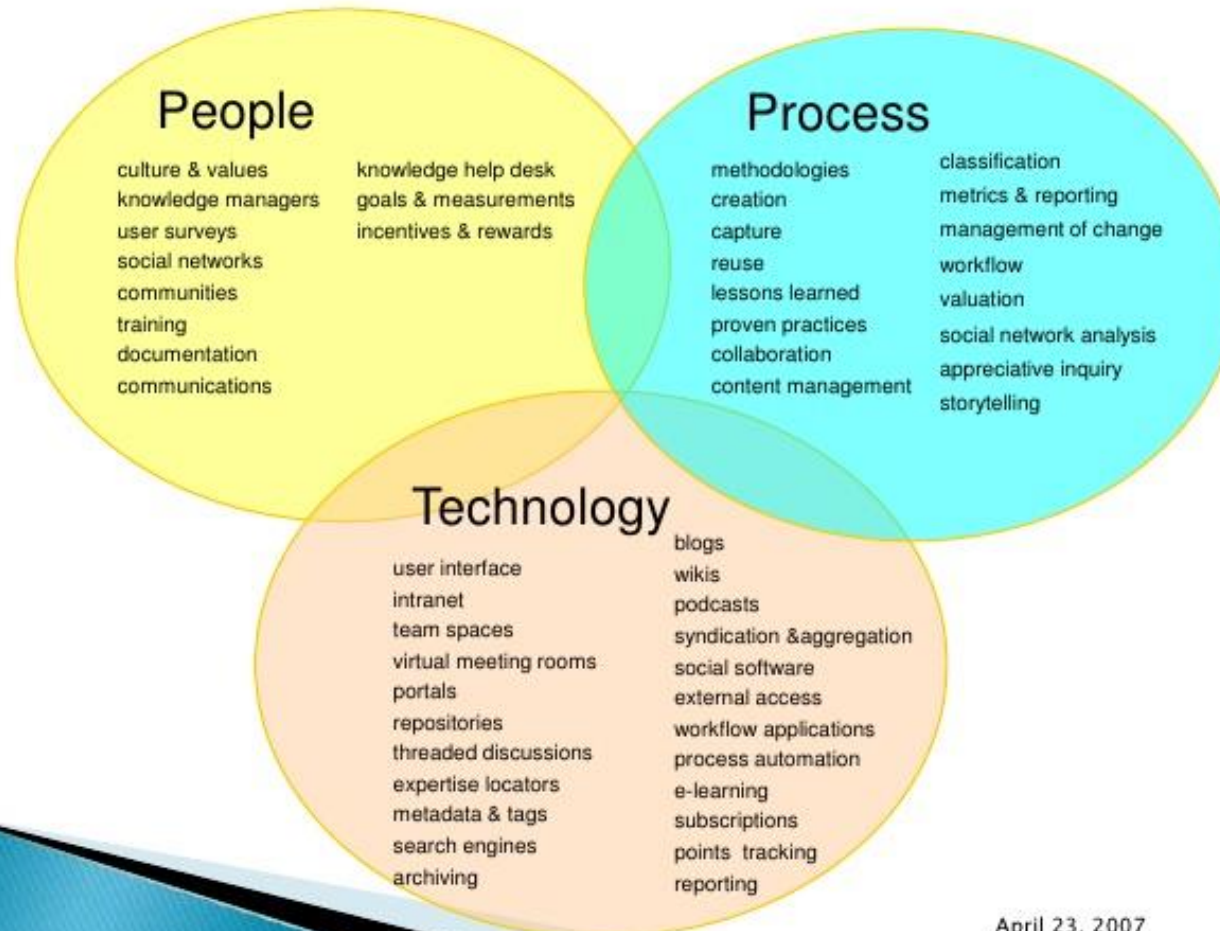
- Everyone is responsible for KM
- Good Practice: Assign KM focal points

KM needs to be intentional



3 Components of Knowledge Management

Knowledge Management Components



KM Tools and Techniques Matrix



Source: Adapted from Barnes & Milton, 2015

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

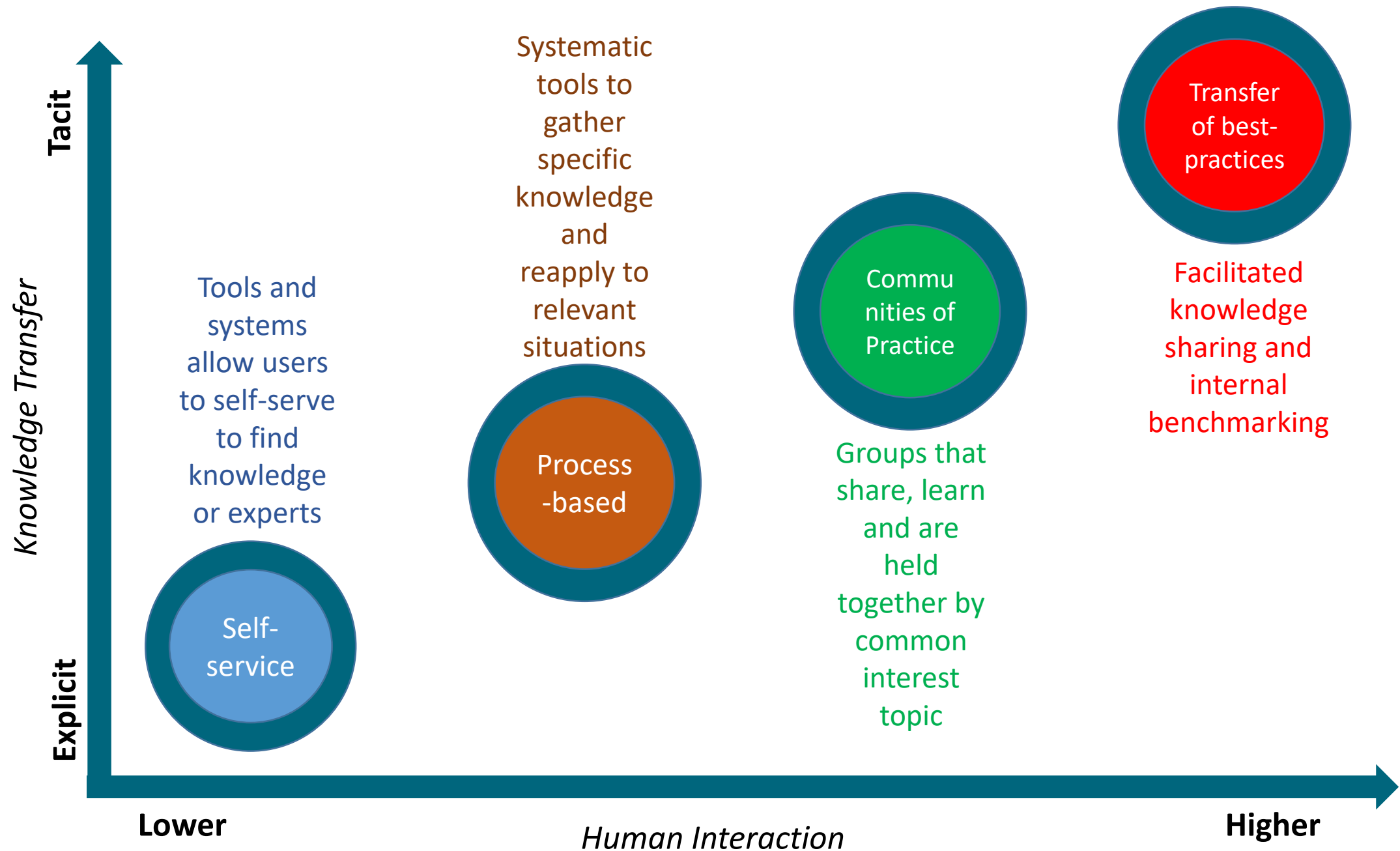
Technologies for KM

- Enabling Technologies Guide

MyMCSPprogram

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

A Portfolio of KM Approaches (APQC KM Essentials)



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