

Knowledge Management Every Day

Tools and Methodologies



Peter Barcelo Jr.
Applied Knowledge Management Systems
Chief Executive Officer
305-761-0408

AGENDA

- KM – A Working Definition
- Knowledge Management (KM) Structure
- KM Principles
- Maximize Innovation/Learning
- Reduce Meeting Frequency/Length
- KM Hands-On Tools & Techniques
- Questions

KM enables a Learning and Innovative Organization via a continuous flow of knowledge!

KM – A Working Definition

Knowledge Management is about creating, capturing and sharing knowledge, getting the right knowledge to the right people at the right time to have a learning and innovative organization to support the decision making process at the department, division and executive levels and the mission and vision of the organization.

Corporate KM Structure

- President – Sets organizational mission/vision
- CEO – Approves and supports KM education, initiatives, innovation, plans, processes and supportive technology
- Chief Knowledge Officer (CKO) – Initiates, manages and maintains corporate KM education, initiatives, innovation, plans, processes and supportive technology
- Department/Division KM Coordinators (KMC) – Develop department/division KM education, initiatives, plans, processes, maintenance and recommends supportive technology.

KM Tools

Emphasized Use Of:

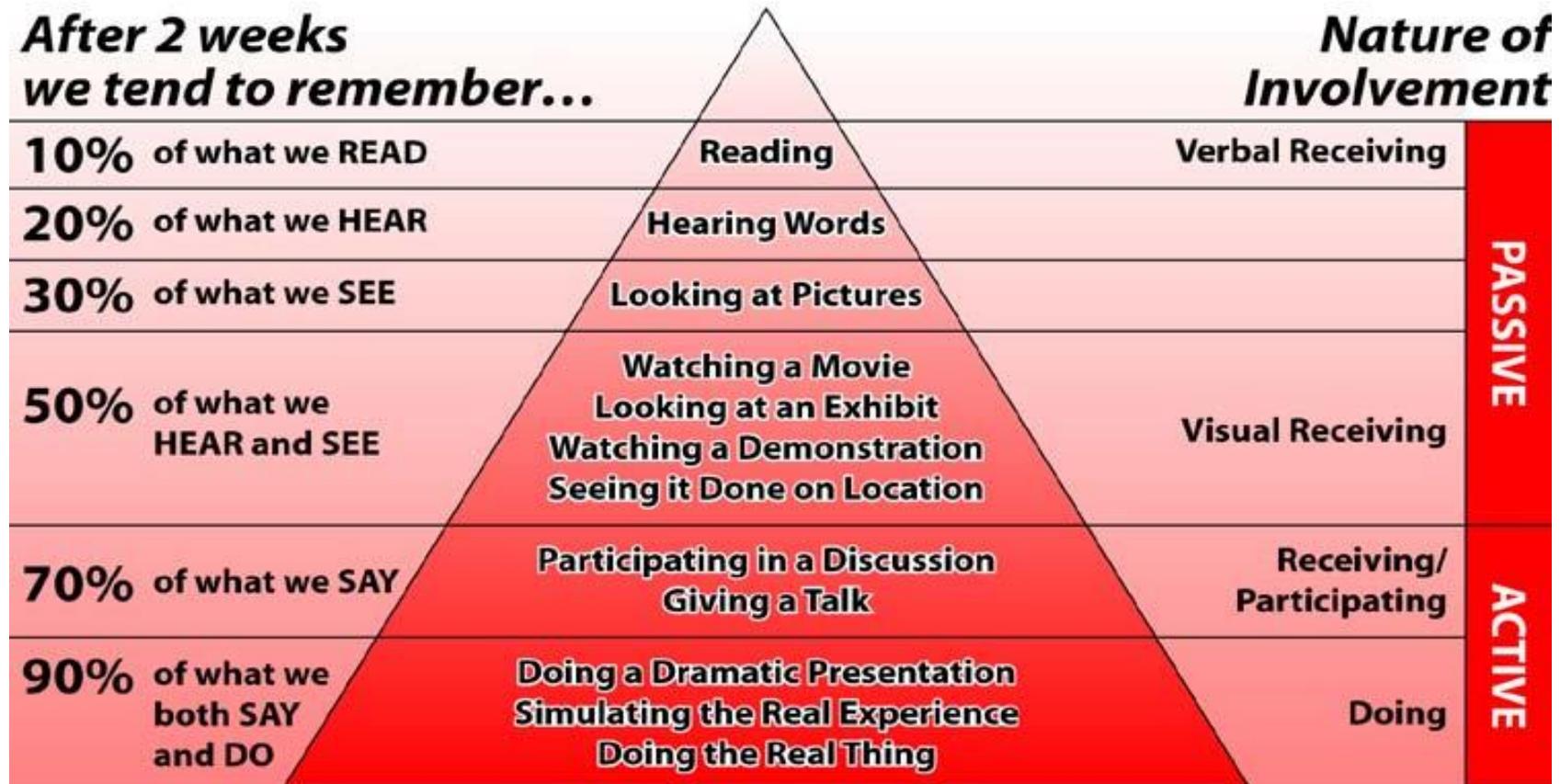
- Persistent Chat at Dept/Div and Worker/Executive
- Share Point Collaboration Sites (Knowledge Repository/Forum)
- Online Meetings
- Sharing, Collaborating, Transparency
- Continuous Collaboration Across the Enterprise
- Executive Engagement

De-emphasized Use Of:

- Email (whenever possible)

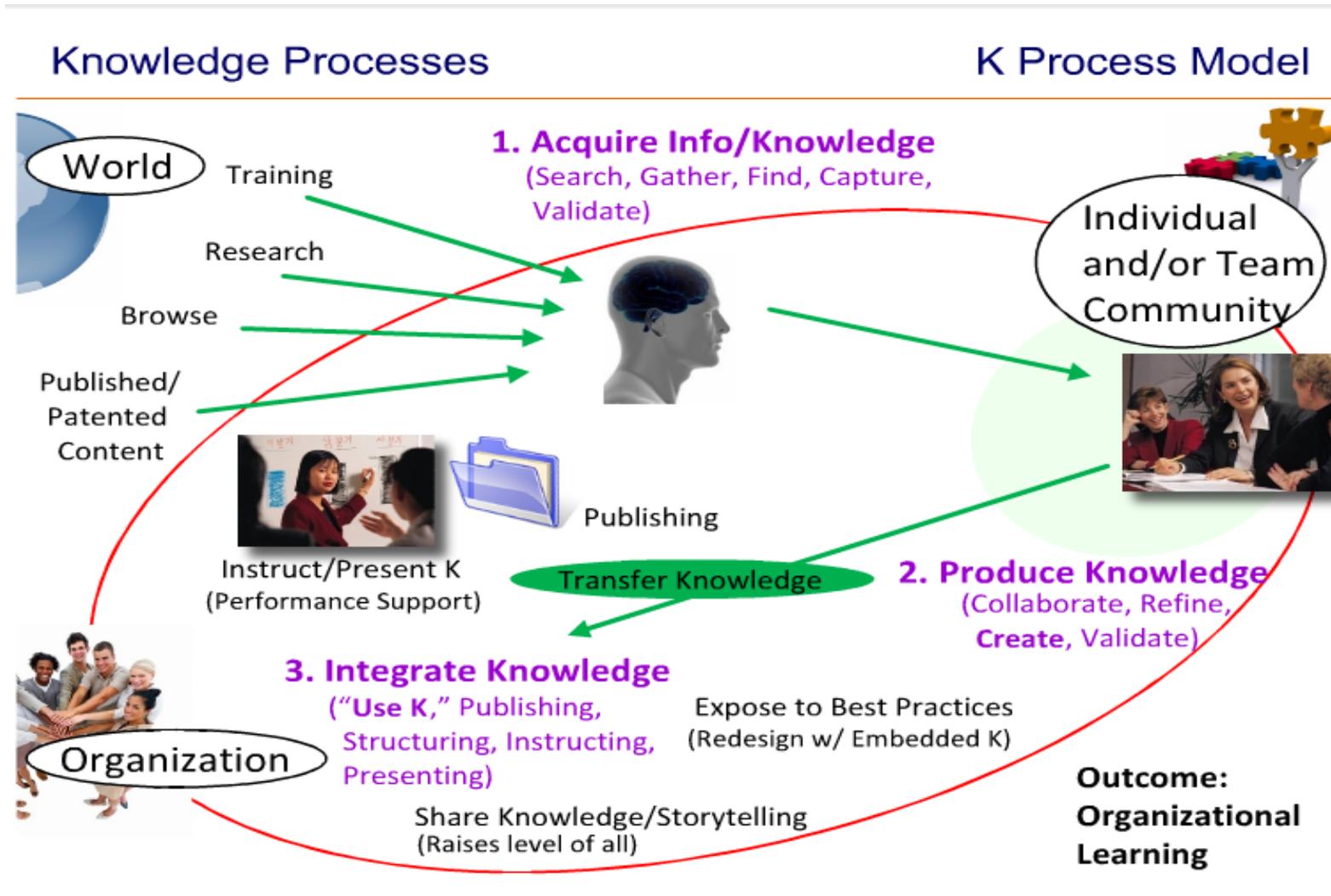
Knowledge Processes

Cone of Learning (Edgar Dale)



Edgar Dale, *Audio-Visual Methods in Technology*, Holt, Rinehart and Winston.

Knowledge Processes



Knowledge Processes

❖ The SECI Model

❖ Socialization, Externalization, Combination, Internalization

Knowledge Modes

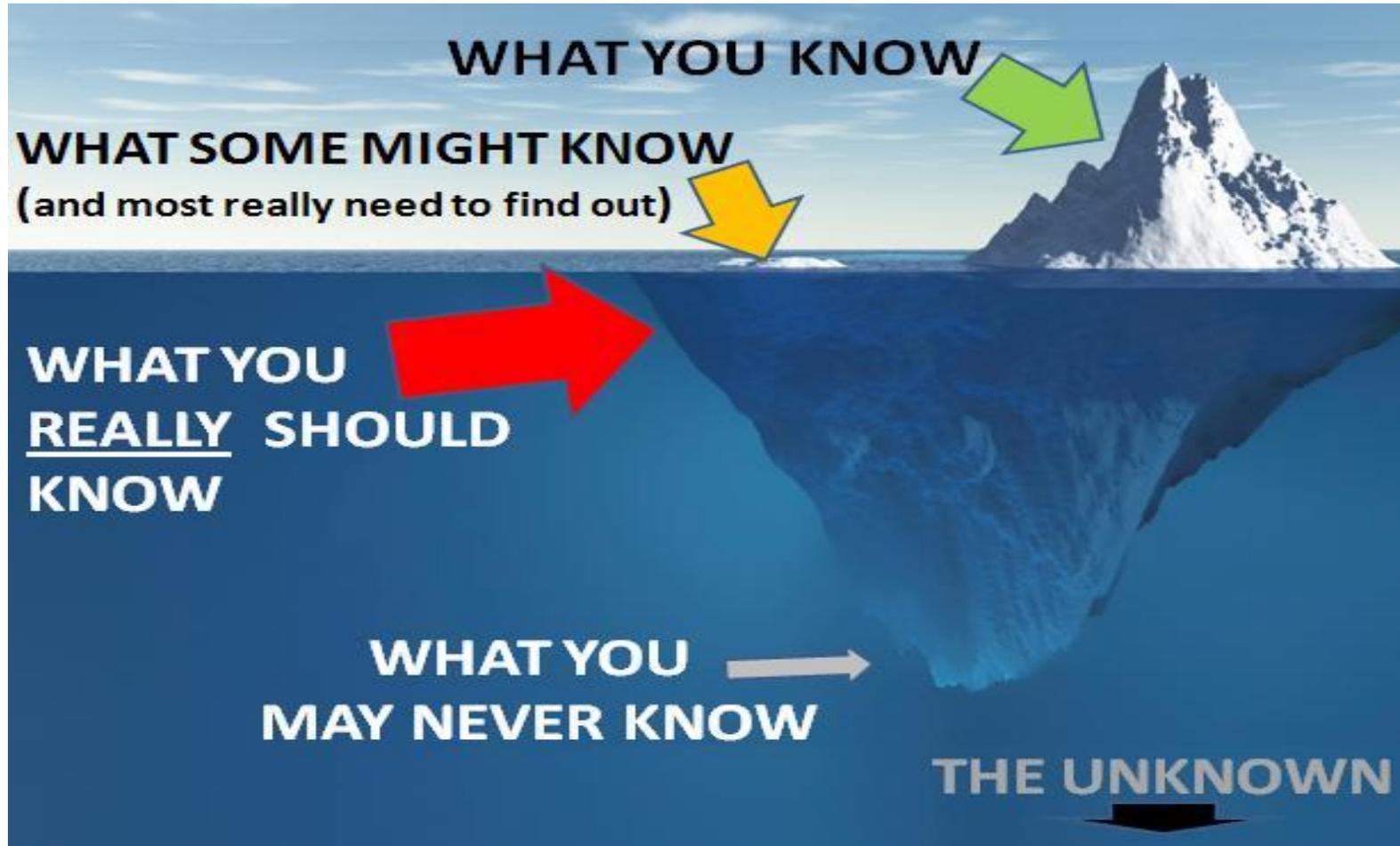
SECI Model

Analyze Knowledge Modes – Tacit and Explicit



* Four Modes of Knowledge Conversion, by Nonaka and Takeuchi in "The Knowledge Creating Company," 1995.

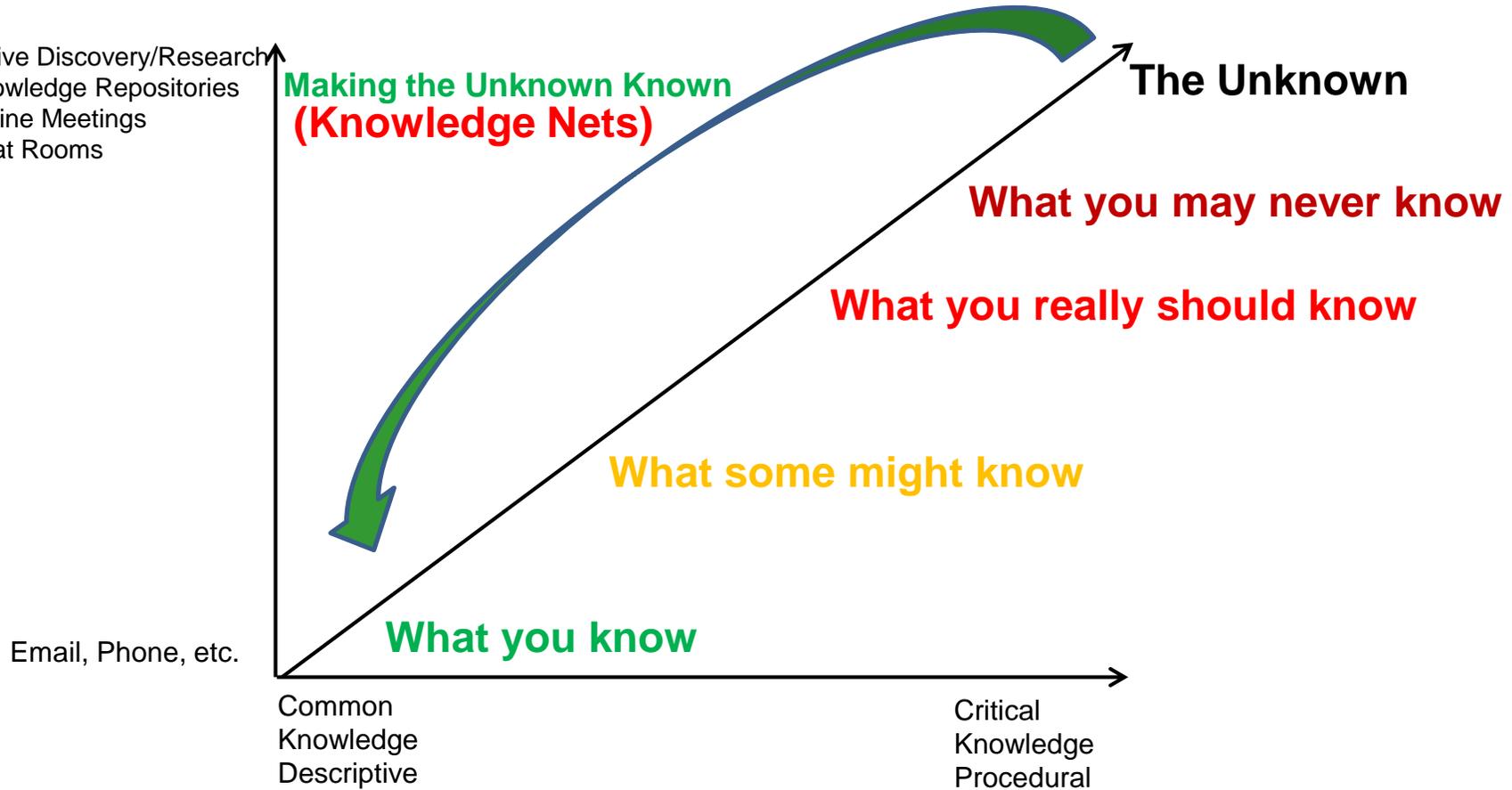
Knowledge Processes



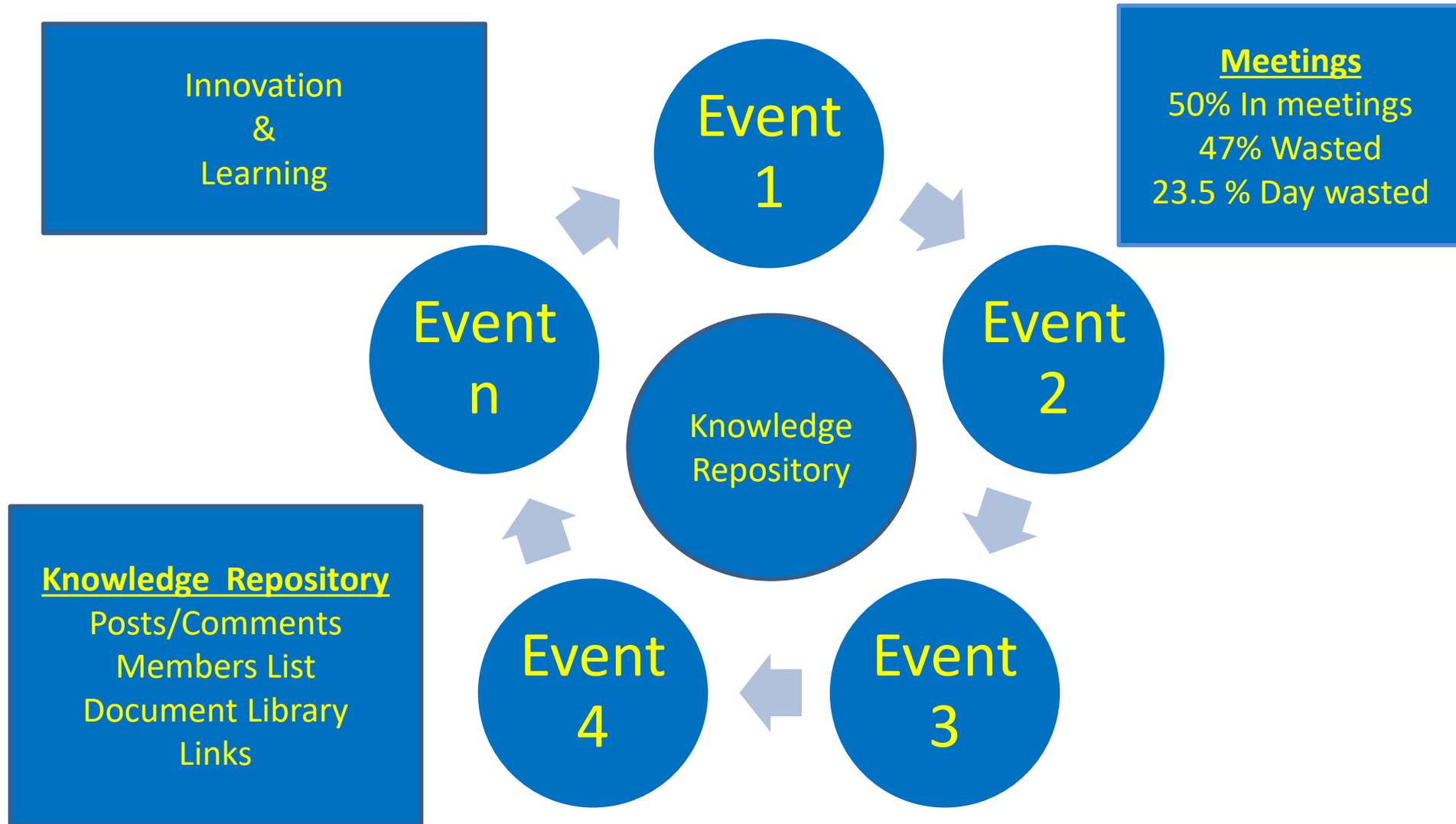
Knowledge Processes

Making the Unknown Known

- ✓ Active Discovery/Research
- ✓ Knowledge Repositories
- ✓ Online Meetings
- ✓ Chat Rooms



Putting it all together Knowledge Repositories



Thank You

Questions?

Peter Barcelo Jr.
Chief Executive Officer
Applied Knowledge Management Systems
barcelop@bellsouth.net
305-761-0408