



One-Day Rapid Knowledge Management Assessment Workshop

How could this help you?

Do you want a quick assessment of how well your organisation is doing in knowledge management (KM)? Do you want to know where your KM strengths and weaknesses are? Do you want to get clues about where you should focus your efforts in KM? Do you want an orientation in how to get started in KM, or do you want to review an existing KM programme?

At the end of this workshop, you will have a set of online dashboards indicating your most common pain points around knowledge and information use, dominant cultural behaviours impacting knowledge sharing, and an indication of your strengths and weaknesses in 6 functional areas of KM. You will also see how balanced you are in the 4 main pillars of KM: Governance, Process, People, and Infrastructure. You can see how your department measures up against another department or against the whole organisation.

Purpose

The purpose of the workshop is to:

1. introduce the essentials of knowledge management to a wide cross section of leaders across your organisation, and
2. help them develop a simple set of diagnostics that will take stock of where you are, and the kinds of problems that KM could potentially solve.

Who should attend?

This workshop can be delivered to your senior leadership team, or to a broad cross-section of middle managers familiar with your organisation's core activities. To get a representative set of diagnostics, the broader the cross-section of participants, the better. We typically work with numbers from 6-30 participants. They will work in natural groups on the diagnostics, and they will need an internet connection to capture the data.

What will be covered?

Item	Topic	Activity
1	Introduction to KM	Briefing with case examples
2	Diagnosing KM Pain Points	Self-assessment using diagnostic cards to identify KM pain points and problems that KM can solve
3	KM and Change	Briefing on the key role of communications and change management in KM
4	Diagnosing Culture	Self-assessment using diagnostic cards to identify archetypal behaviours
5	KM Maturity	Briefing on the core KM capabilities and how they relate to organisational priorities
6	Diagnosing KM Capabilities	Self-assessment using KM Maturity Assessment Survey Tool
7	KM Implementation Options	Briefing on typical next steps in a KM implementation
8	Diagnostic Dashboard Review, Prioritisation and Next Steps	Group review and sensemaking of diagnostics data. Follow up action planning

What is included?

- 1-day Workshop (your venue, set up for cluster seating and with good internet access)
- Workshop Guide (soft copy)
- A set of diagnostic cards for KM Pain Points and Culture
- Access to our online KM Diagnostics Dashboard for one year
- A Summary Report

Contact us to find out more: etan@straitsknowledge.com



Straits Knowledge
Redefining corporate knowledge

Straits Knowledge is a knowledge management research and consulting firm headquartered in Singapore and with offices in Kuala Lumpur, Dublin and Paris. For more about Straits Knowledge please visit www.straitsknowledge.com.

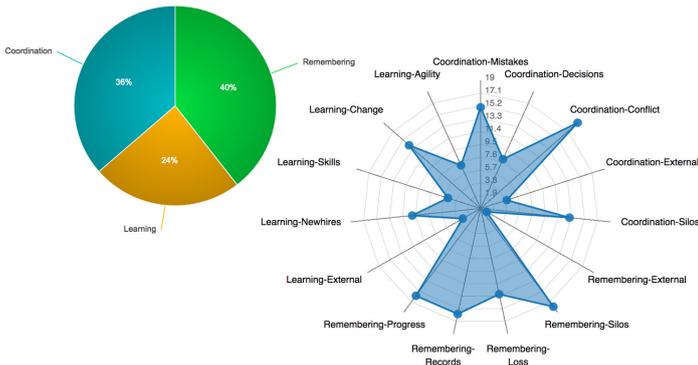
We established our sister company Straits Knowledge Digital to embed our experience and methodology into innovative software tools in support of effective knowledge management implementation in organisations. For more about our Aithin™ Knowledge Mapping and Analytics software please visit www.aithinsoftware.com.

KM Diagnostics Dashboard

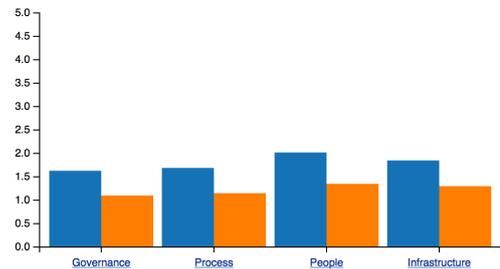
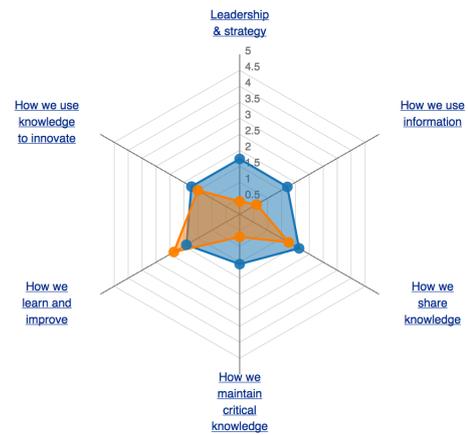
In a KM diagnostic exercise, your data will be captured in our Aithin™ KM Diagnostics Dashboard, accessible only to your organisation. It has three parts:

KM Pain Points

- See where your most significant organisational pain points lie. In coordination? In organisational memory? Or in learning and adapting to change?
- Compare and contrast pain points between workgroups
- Identify priorities



- How we share knowledge: Are staff helped to become aware of the knowledge that exists in the organisation, can they build their own knowledge, and can they seek help from others to solve problems?
- How we maintain critical knowledge: Does the organisation make sure it has continuing access to the knowledge that is critical to its business, especially the knowledge held in the skills and experience of its people (tacit knowledge), and does the organisation manage its risks of knowledge loss when people leave?
- How we learn and improve: Does the organisation ensure that lessons from both mistakes and successes are consistently evaluated, applied, shared and reused?
- How we use knowledge to support innovation and change: Do we use knowledge to create new products and services and change our way of working? Do we use knowledge management to implement changes effectively?



Culture Dashboard

Cultural Behaviours impacting Knowledge Management

- See the most commonly recognised behaviours affecting the way knowledge and information are shared
- Compare and contrast behaviours between workgroups
- Identify leverage points and barriers to change that need to be addressed



How was the KM Maturity Assessment Tool Built?

The elements in our self-assessment survey are based on a review of proven good practices in KM, other published KM maturity surveys, the MAKE Awards framework, and the ISO Management Systems Standard. It has been peer reviewed by experienced KM assessors and piloted for clarity and consistency.

KM Maturity Dashboard

Examine your KM capabilities in six key areas, compare with other groups and identify which ones are priorities for you. Check the balance between the four key enablers of Governance, Process, People and Infrastructure. The six capabilities you will cover are:

- Leadership and strategy: Does our leadership and the planning cycle promote the effective use of knowledge in support of business outcomes?
- How we use information: Is the quality and flow of information managed and optimised to support good decisions and efficient and effective working?



Aithin™

For more about our Aithin™ Knowledge Mapping and Analytics software please visit www.aithinsoftware.com.

Aithin™ is a registered trademark of Straits Knowledge Digital Pte Ltd. © 2017 Straits Knowledge Digital Pte Ltd. All rights reserved.