



## Solutions Knowledge Management

### **Blueprint for Creating and Sustaining a Strategic Knowledge Management Framework**

We work side by side with you to (1) understand your readiness for implementing a sustainable knowledge management program, (2) develop a life cycle knowledge concept, tied to your strategic plan and leadership intent, for leveraging knowledge across your organization in support of your mission and vision, (3) analyze, map, and publish your critical processes, (4) develop an integrated, sustainable, and context-based knowledge management strategy that aligns with your culture, processes and technology, and (4) develop relevant KM implementing practices and techniques to deliver the strategy and meet established measures of performance success.

### **Managing Workforce Turnover and Knowledge Loss**

We work with you to understand and then to recommend strategies and implementing practices to mitigate the risk of knowledge loss and retention due to workforce turnover within the context of your organization. You will not only gain the insight necessary to immediately begin to address your knowledge loss and retention challenges, but also to lay the foundation for establishing a disciplined and sustainable KM concept, strategy, and implementing practices to mitigate the loss of knowledge and improve knowledge retention in the long term.

### **Knowledge Based Continuity Planning**

We work with you to focus on the human capital or tacit knowledge dimension of continuity planning. Complementary to the focus on the protection of the physical resources of a critical infrastructure necessary to operate, Knowledge Based Continuity Planning provides you with the implementing practices and tools you need to mitigate and then to recover from a catastrophic loss of your intellectual resources.

### **Operationalizing Learning -- Align Process, Execution, and Training for Improved Performance**

We work with you to (1) assess and map your key processes, then align process, execution of the process, and training on the process, (2) through proven techniques for quickly capturing the knowledge about the process and then (3) integrating and aligning this new learning with the training necessary to execute the process as it is actually being performed. This ensures that the most current “know-how and know-why” of process execution is always part of the training so graduates enter an operational environment aligned with and knowledgeable about the way you actually do the work.

### **Knowledge Enabled Strategic Planning**

Successful implementation of an organization's strategic plan requires the support of everyone in the organization, whether leadership or workforce, all with different and sometimes conflicting roles in pursuit of the mission. Our collaborative approach to strategic planning leverages knowledge and learned lessons from across the organization and incorporates the operational autonomy and specialization (experience and expertise) inherent in today's knowledge based organizations for strategic planning success.

While there is structure and a framework to the strategy development, it is not rigid and enables the knowledge of the organization to be leveraged to determine the future direction and vision of the organization at all levels. This results in a flexibly developed strategy, allows management to act, and facilitates broader understanding, acceptance, and ownership of the strategy because it relates in context throughout the organization.

**Knowledge at the Point of Execution®**



## Services Knowledge Management

### **Knowledge Enabled Process Analysis and Mapping**

We work with you to visualize and communicate the operational building blocks of your organization (1) where you create value, (2) where many of your organization's resources (dollars, hours, etc.) are consumed, and (3) which is your primary connection with clients/customers, suppliers and business partners. Unfortunately, business processes in many organizations are undefined, not representative of how work actually gets done, and inefficient. We provide you with a practical and effective set of skills, techniques and methods for identifying, mapping, measuring, objectively analyzing and continuously improving business processes and performance within and across your organization.

### **The Knowledge Management (KM) Maturity Assessment**

This assessment examines six critical success elements characteristic of high performing, knowledge enabled organizations. You will understand your organization's readiness to develop and deploy a sustainable capability to capture, adapt, transfer, and reuse your critical and relevant knowledge. The greater your capability is to leverage knowledge, the greater your ability to make the most effective decisions, develop the most effective solutions to the challenges you face.

### **The Knowledge Loss Impact Assessment**

We work with you to understand the dynamics of your workforce and culture with respect not only to your unique turnover factors, but also about how your organization captures, transfers, adapts, and reuses its critical knowledge in supporting your clients or customers and delivering the mission. The output is a careful analysis of workforce and culture factors that impact your turnover and the challenges that you face to address this risk.

### **Knowledge Management Concepts and Skills Training**

Training for your leadership and workforce that delivers a practical understanding of KM concepts, principles, processes, and techniques at the individual, team, and organization level. Whether it's to create KM awareness or to provide comprehensive skills to your leadership and workforce, we tailor and deliver in class or distance training to your specific need. We deliver "fit for purpose" training necessary to change behavior and make learning lessons an integral part of the way you work.

### **Leadership and Team Transition Knowledge Transfer**

We collaborate with you to determine what knowledge outcome you desire and then establish a facilitated process to deliver effective and efficient transfer of your critical knowledge and experience from the outgoing leadership or team to a successor leadership team or individual replacements. The knowledge of the transitioning leadership and its team members has immense value regarding planning, operations, projects, initiatives, and challenge that will likely face the incoming leadership. This is especially relevant in roles where the leadership team or team members have accumulated a significant amount of knowledge in addressing major challenges and initiatives that will transcend that leadership and the organization.

### **Knowledge Management "Side-by-Side" Coaching**

We provide you with targeted insight and advice about your existing knowledge management framework and implementation where you have challenges or questions. We work with you on a "one to one" level leveraging our insight and experience to provide you with effective context relevant recommendations to improve or sustain the value of your KM investment.