

Spring greetings from Knoco

In the Spring, a manager's fancy lightly turns to thoughts of Knowledge Management. At least, we hope it does! Welcome to our occasional KM catch-up newsletter. It's been a busy spring so far, with more to come.

Knoco and KIN

For a couple of years, Nick Milton and Ian Corbett have both been working associates of the Knowledge and Innovation network (KIN). It's a select consortium of companies with KM programs, who meet to share what they have learned about KM implementation. In addition, KIN is supported by research from the University of Warwick. We have found KIN a fascinating source of practical KM experience, and recommend it highly! Learn more at <http://www.ki-network.org/>

Knowledge exchange – the big one!

Recently we were involved in a very exciting Knowledge Exchange at BP, reviewing lessons from the Caspian pipeline. This, the longest and most challenging pipeline in the world, was successfully installed despite major technical challenges,

The Knowledge Exchange proved a vehicle to swap and share many key lessons to other pipeline projects round the world. Read more at <http://news.bbc.co.uk/1/hi/world/europe/2263611.stm>



credit: news.bbc.co.uk

KM becomes an expectation?

Here's an interesting development we have picked up in a couple of places – clients putting work out to tender are now starting to require KM from their contractors. It's not widespread, it's not always a formal requirement, but it could be the beginning of a trend.

KM: proactive or reactive?

Something has become obvious to us recently: here are two main ways in which KM is being addressed.

The first is a reactive model, where KM reacts to knowledge loss (particularly when key people leave the organisation), or to knowledge gain (through identifying learnings from project activity).

The second model, which is far more exciting, is a proactive model, where a company identifies their key knowledge in advance, and puts in place strategies to manage it. We recommend the second model!

You don't need to manage it all!

We have been doing a lot of strategic KM work recently for a variety of companies, and there are two messages we give, which seem to land very well with people:

1 You don't need to manage all your knowledge!

Just concentrate on the high-value knowledge, and the knowledge that is evolving rapidly. Don't spend too much time worrying about knowledge of little value, where the effort you expend on KM will not pay back.

2 Not all knowledge needs to be managed in the same way.

We have been using the Boston Square on the right to divide knowledge into 4 categories, each of which needs a different KM approach

Emergent knowledge	New competence	Competitive competence
	Not our competence	Core competence
Established knowledge	Knowledge not in house	Knowledge in house



The ancient art of KM!

Capturing and storing knowledge has long traditions. In ancient times, shipbuilders came to Thailand – known as Siam – from other countries, mainly China. The king of Siam was worried that when the boatbuilders left they would take their knowledge with them. To ensure their knowledge stayed in his kingdom, the king had a scale model built as a knowledge retention project. Even in those days, experts leaving the company was an issue!

Hello to Gareth

We're delighted to welcome Gareth Edwards into the Knoco family. Gareth is a colleague from the days of the old BP KM implementation team, and also worked with KM in the Department of Health, and Arthur Andersen. He is an experienced KM consultant with detailed knowledge of the Oil and Nuclear industries, and a strong background in IT.



Knoco to lead public KM workshop

Knoco director Tom Young will lead a two-day course – **Practical Knowledge Management: Delivering sustained business performance through implementing KM** – in London on 16-17 May.

The workshop is aimed at staff with a special interest in the delivery and management of knowledge and intellectual capital within an organisation. It transfers skills and strategic awareness needed to champion and deliver enhanced business value through shared learning. Practical examples from major company experience, case studies and worked examples are all included along with simulations that have proven very successful in demonstrating the principles of knowledge management.

For more details: www.unicom.co.uk or call 000000000

Where next on the Knoco Maximi\$er?

The Maximi\$er is our online KM reference material, which you can find at <https://www.in2itive.biz/knoco/login.aspx>

Mick Brookes has joined us and is taking the lead on deciding the best way to take this key forward. If Mick hasn't been in touch already, he will be shortly!