

Knowledge management



Knoco Ltd. Services

GETTING STARTED:

- You already know that the knowledge your organisation holds is of huge competitive value.
- You already know that you could deliver some of that value through a more systematic management of your organisational knowledge.
- You just need some help to work out how best to do this.

THAT'S WHERE WE CAN HELP YOU.

We will work with you to develop the best **strategic approach**, giving you access to lessons and good practice from past relevant KM programs. We **assess the current state** of your KM activities (you will undoubtedly be doing some good things already) and look for the opportunities to complete your **KM framework** in order to un-block the flow of knowledge round your organisation. We help you to build your **business case** for KM, your **implementation plan**, and your initial choice of **pilots**.

WHAT YOU GAIN

- Benchmark your current status KM against a wide range of leading companies,
- Build a KM strategy based on sound practical and theoretical principles and experience from many past successful strategies,
- Create a sound business case that will convince senior management
- Select and plan pilot activities with the greatest chance of success.

GETTING UP TO SPEED

You know that Knowledge management requires new skills – skills of culture change as well as knowledge sharing by a variety of means. You and your co-workers are skilled in your own business – how can you acquire the additional knowledge management skill set?

THAT'S WHERE WE CAN HELP YOU.

We will co-develop with you a set of **training courses** that meets your context, delivering the skills you need to deliver the KM changes you choose. We will **engage your senior management** in order to secure the support you need. We will **train you on the job**, by co-delivering proof-of-concept exercises and pilot projects. We will provide a **coaching and mentoring** service, to ensure you internalise the capabilities of knowledge management.

WHAT YOU GAIN

- Access many man-years of KM experience and the skills and understanding that this brings
- Learn from proven training and coaching resources, as applied in global firms
- Experience Bird Island – the single most powerful hands-on demonstration of KM

DELIVERING VALUE

Your Knowledge Management program is well under way. Your team is busy, and you have some specialised events coming up where you need some experienced help. Plus at some stage you need a health-check for your program. Is there anything you are missing? Where can you find experienced resource, or an objective overview?

THAT'S WHERE WE CAN HELP YOU

We will provide services in Knowledge Capture from teams via **After Action Reviews** and **Retrospects**, and **Knowledge Capture from individuals** leaving your organisation. We will package the knowledge **into knowledge assets**, and facilitate **knowledge exchange** events and **knowledge cafes**. We will help teams build **KM plans**, and will lead **Community Launch workshops**. We will set up, coach and facilitate **Business Driven Action Learning** teams. And if you want an **objective healthcheck** of your KM program, and how it **benchmarks** against leading companies, we can do this for you too.

WHAT YOU GAIN

- Deploy some of the most skilled and experienced KM practitioners in the business, with experience from hundreds of retrospects, scores of Knowledge Assets and Peer Assist, dozens of retention interviews and knowledge exchanges
- Benefit from an objective healthcheck, gap analysis and benchmarking of your KM program, allowing you to perfect a best in class, robust and long lived solution

ABOUT US

With practical hands-one experienced going back to 1992, Knoco Ltd are perhaps the most experienced Knowledge Management team in the world. Our directors, associates and franchisees have come from KM leadership positions in BP, De Beers, Mars, and academic life. We are based in the UK, the USA and South Africa, with a training wing in Spain.



Our clients include blue-chip companies in the mining, manufacturing, construction, oil and gas, education, nuclear and broadcasting section, including the BBC, De Beers, Pan American Energy, the Thai Petroleum company, the World Health Organisation, and the United Nations.

We are the authors of three definitive Knowledge management textbooks, and numerous articles in the KM press.

CALL US.

WE CAN HELP.

Contact us

worldwide at www.knoco.co.uk

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"...anyone in the organization who is not directly accountable for making a profit should be involved in creating and distributing knowledge that the company can use to make a profit."

Sir John Browne,
Chairman, BP
Amoco

"As an organisation, you are what you know. If you don't know what you are doing, you don't survive. Knowledge is vital - but who manages it? Not many people; only the winners."

How much value does this approach deliver?

A return on investment of at least 10 fold, maybe 100 fold if the culture is right. We delivered over \$200 million to BP in one year. It can be done."

Dr Nick Milton,
Managing Director
Knoco Ltd