KNOWLEDGE MANAGEMENT

Management with knowledge as a focus.

A systematic approach to learning as part of the business cycle. A set of accountabilities, processes and technologies, set within a governance framework, to support improved future performance and better decision making.

KNOCO LIMITED

One of the world’s most experienced specialist knowledge management (KM) and organisational learning consultancies.
Our Knowledge Management (KM) services cover all aspects of the KM spectrum, as shown on the wheel below, from the level of Strategy, right down to facilitation of key KM processes.

**Lesson learning**
We help you assess and develop effective lesson learning systems and offer lessons capture facilitation

**CoPs**
We help you launch and sustain effective communities of practice

**Strategy**
We help you get started on your KM journey by assessing the current state, developing a business-led strategy, and by designing a KM Framework

**Culture**
We will assess your organization and help you promote a learning culture

**Innovation**
We will work with you to develop innovation processes

**Facilitation**
We offer skilled facilitation for the whole range of core KM processes

**Implementation**
We will work with you to pilot and implement KM
Service details

**Strategy**

Knoco offer a range of strategic services, to help deliver business success from your KM program. Clients often select a number of these services in the early stages of their program.

**Assessment and benchmarking**
The first step in KM is to assess the current status - to see what is already being done, what works well, and where the barriers and gaps are.

**Knowledge scan**
Not all knowledge is of equal value. A knowledge scan identifies and high-grades the knowledge topics in most need of attention.

**KM strategy**
Implementing KM should be done in the context of an agreed KM strategy that is aligned with the current business strategy and priorities.

**Knowledge retention strategy**
The risk posed by an ageing workforce is a huge issue for many industries. A knowledge retention strategy is an approach to reducing this risk.

**KM framework**
With a management framework, KM can take on the aspects of other management systems, and be made part of normal business, rather than relying on a disparate set of tools.

**KM valuation**
A business case, with an understanding of value, is important in the early stages. If you understand the value, you understand how much you can justify investing.

**KM governance**
Governance consists of the aspects that ensure long term KM success - leadership, support, metrics and performance management. We help you put these in place.

**Implementation**

Through our support services listed below, we share our knowledge and experience with you, enabling you to apply the lessons and principles from successful KM programs.

**Implementation planning**
We work with you to create a realistic and achievable Implementation Plan for your KM initiative, designed to introduce the KM framework through the use of Change Management principles.

**KM organisational design**
An important part of KM planning is to get an idea of the organisational structures that will need to be in place and the roles and accountabilities which will drive and support KM.

**Project KM plans**
Using our proven KM planning methodology, we will work with a major project team to map out the learning and knowledge management they will need to apply in order to deliver a successful project.

**KM pilot projects**
We will work with you to select and deliver pilot projects that will serve as the template for other projects and applications in your organization and as a proof of concept for KM.

**KM training**
We offer training across the whole range of KM functions, tailored to the specific needs of your KM team and the wider organisation.

**KM coaching and mentoring**
We have acted as guides, mentors and partners to very many KM successful implementation projects, and this experience is available to you, through ongoing coaching and mentoring.
Service details continued

**Lesson learning**
Knoco offer a range of services to support your lesson learning aspirations

**Lessons learned system assessment**
We assess the current state of Lesson Learning in your organisation, and identify the gaps that need to be filled in your system.

**Lessons system design**
We help you design an effective lessons learned system, involving processes, accountabilities, and lessons workflow.

**Lessons capture services**
We offer you the highest quality lessons capture service, using skilled facilitators with many years experience in capturing and documenting lessons from major projects.

**Lessons analysis**
An analysis of the lessons collected from your organisation helps identify the systemic weaknesses and the common pitfalls which may hamper your organisation’s performance.

**Project lessons system**
We help you design and implement learning within your major projects, to help them learn within the project (in addition to the cross project learning described above).

**Communities of Practice**

**Community launch**
We help you get your communities of practice (CoP) off to a flying start, through a tailored launch event.

**CoP maturity assessment**
We check and track the health of your CoPs, to track their maturation over time.

**Training for CoP leaders and facilitators**
We can train and coach your leaders and facilitators in the effective operation of CoPs.

**Innovation services**
One of the more surprising results from studies is that innovation is a process. We call this process "deep dive" - based on the principles of business-driven action learning.

**Organisational learning**
Culture can be a strong supporter of KM, or a huge barrier. We offer three services to help you better understand your culture and how it can be measured, influenced and changed.

**Learning culture introduction**
We offer a short introductory workshop introduces the concept of the learning culture and the features that help or hinder its growth.

**Learning culture audit**
We conduct a robust analysis to enable you to identify your organisation’s existing learning culture, and to act as a baseline to measure change.

**Learning culture follow-up**
Based on the outcome of the audit, we work with you to develop action plans for cultural development.

**Facilitation services**
In Knoco, we have many years of experience of facilitating KM processes. Specific KM processes include the following:

- After Action Review
- Peer Assist
- Lessons Capture
- Knowledge Exchange
- Knowledge Handover
- Knowledge Markets
- Learning history
- Interviews
- Community of Practice launch