

# KMS User Awareness Workshop Session



Knowledge  
Management  
Solution

**This document contains a selection of slides used in the Knowledge Management Awareness Training for business and technical users for a Knowledge Management Solution (KMS).**

# Navigating the Workshop Sessions



1. **Welcome, Workshop Landscape & Introductions**
2. **The Knowledge Story**
3. **Your Organization & Knowledge Management**
4. **The KMS Application**
5. **KMS Live – Working With The Application**

# The Landscape – Guidelines, Goal, & Objectives



## ✦ Workshop Guidelines

- Scheduled 2 ½ Hours
- Lecture and Interactive Exercises
- Q & A – Throughout Sessions

## ✦ Workshop Goal

- Provide Participants a Common Language about Knowledge Management

## ✦ Key Objectives

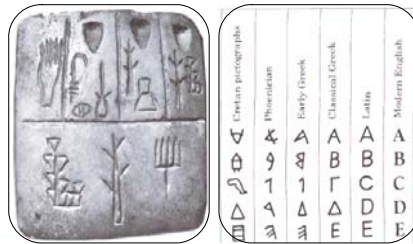
- Reinforce KMS E-Learning Experience
- Understand the Knowledge Value Proposition
- Ensure Acceptance & Use of KMS Ongoing
- **Get Excited About Knowledge!!!**

# Information & Knowledge Tools

## Historical Perspective – 3000 B.C. to 2006

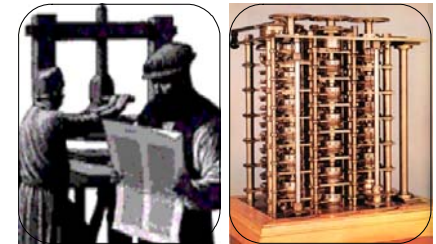
Pre-Mechanical Age  
3000 B.C. – 1450 A.D.

**Cave Drawings  
Alphabet  
Language**



Mechanical Age  
1450 A.D. – 1840 A.D.

**Printing Press  
Slide Rule  
Mechanical Computer**



Electromechanical Age  
1450 A.D. – 1840 A.D.

**Telegraph  
Telephone & Radio  
ElecMech Computer**



Electronic Age  
1940 – Present

**ENIAC/UNIVAC  
Digital Computing  
Innovation**



**Enabling Knowledge Generation and Advancement of Arts & Sciences .....**

# Personal Knowledge Components



- ✦ Experience
- ✦ Judgment
- ✦ Norms & Values
- ✦ Beliefs
- ✦ Skills
- ✦ Rules of Thumb
- ✦ Mind Maps
- ✦ Assumptions

# Example: Data, Information & Knowledge



## ✦ Data:

- 100
- 5%
- \$5.00
- One Year

No  
Meaning

## ✦ Information: Basis for Meaning - Data Represent Values of a Potential Bank Loan

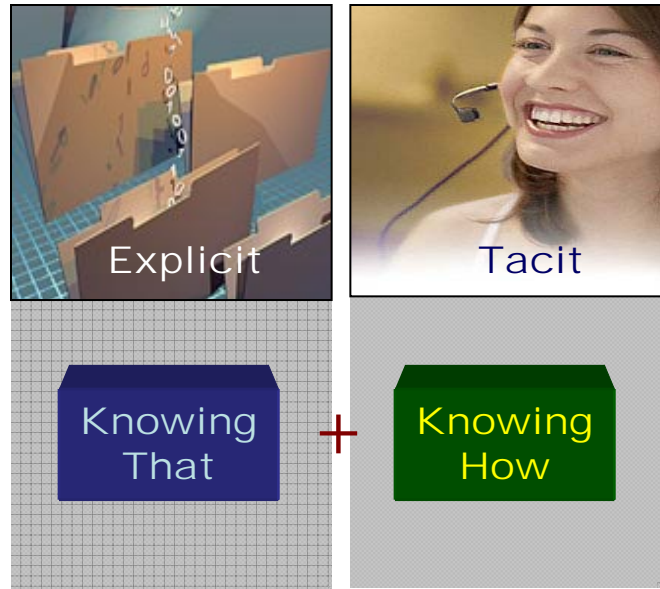
- Contains *Meaning*
- Provokes or Evokes *Personal Meaning*

## ✦ Knowledge: Decision to borrow or not to borrow, based on:

- Data & Information with *Meaning*
- Personal *Know How*

Moment of  
Truth!

# Knowledge Forms: Explicit & Tacit



= Actionable Knowledge



Aristotle

## ✦ Explicit Knowledge - 20%

- Codified and Digitized in Books, Documents, etc.
- Reusable in a Consistent & Repeatable Manner

## ✦ Tacit Knowledge - 80%

- Embedded in the Human Mind
- Derived From Experience
- Highly Personal
- Hard to Formalize

## Example: Tacit Knowledge Saves Lives



In 1999, teams of leading heart surgeons from five New England medical centers observed one another's operating-room practices and exchanged ideas about their most effective techniques in a collaborative learning experiment.

The result was a **24%** decrease in the mortality rate for coronary bypass surgery, or **74 fewer deaths** than predicted for the ensuing **12 months** – for all of the medical centers.

# Exercise: Knowledge Creation & Use

## The On-going Knowledge Process



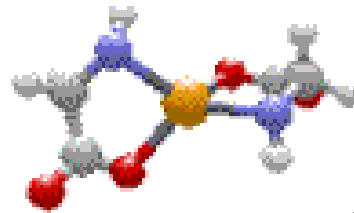
Tacit to Tacit

Sharing & Formation of  
New Tacit Knowledge



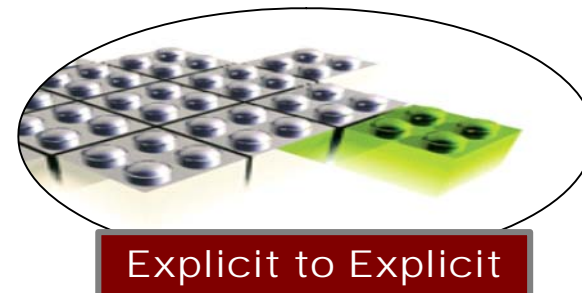
Tacit to Explicit

Collaboration & Capture  
of Explicit Knowledge



Explicit to Tacit

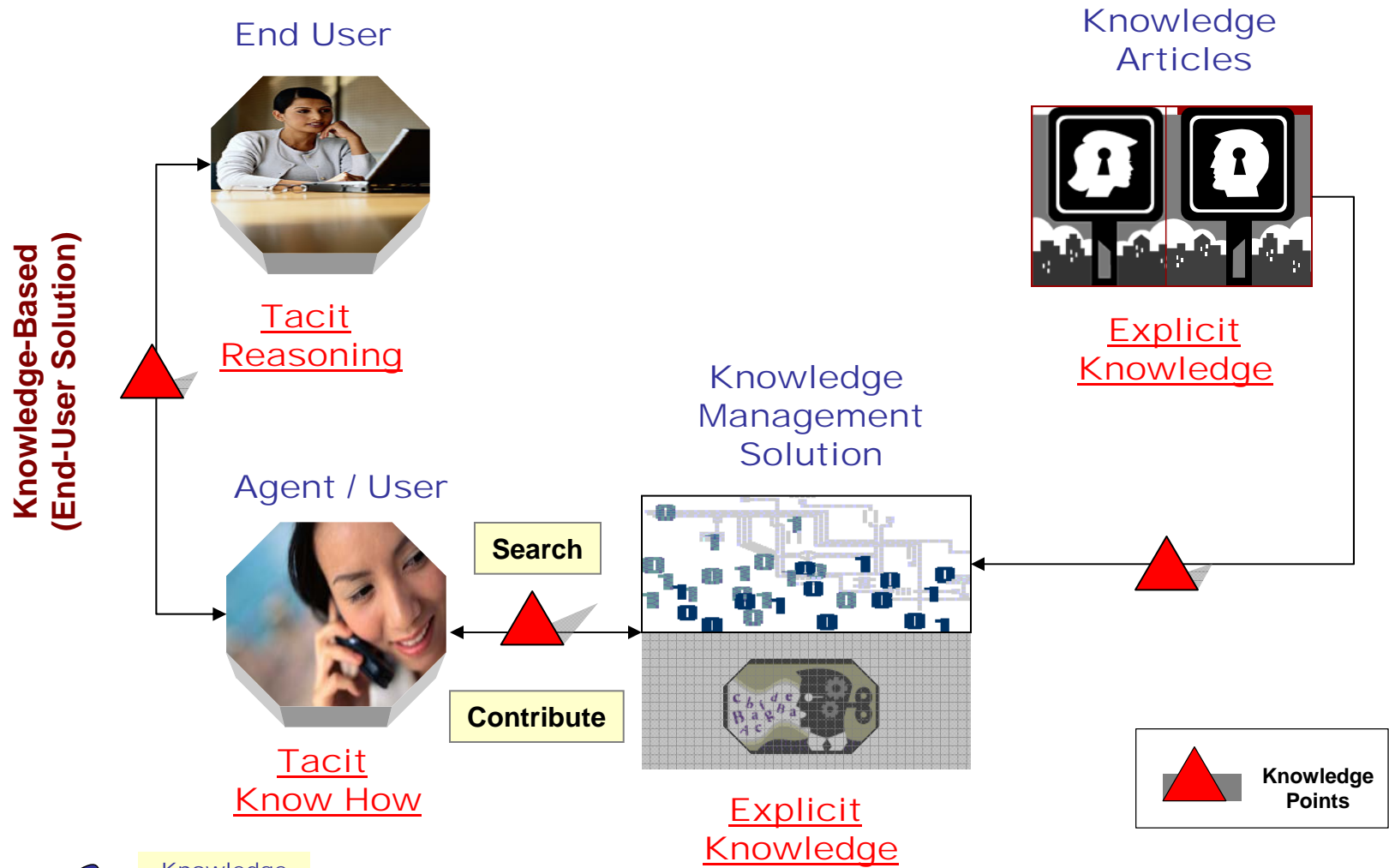
Internalize Explicit &  
Create New Tacit Knowledge



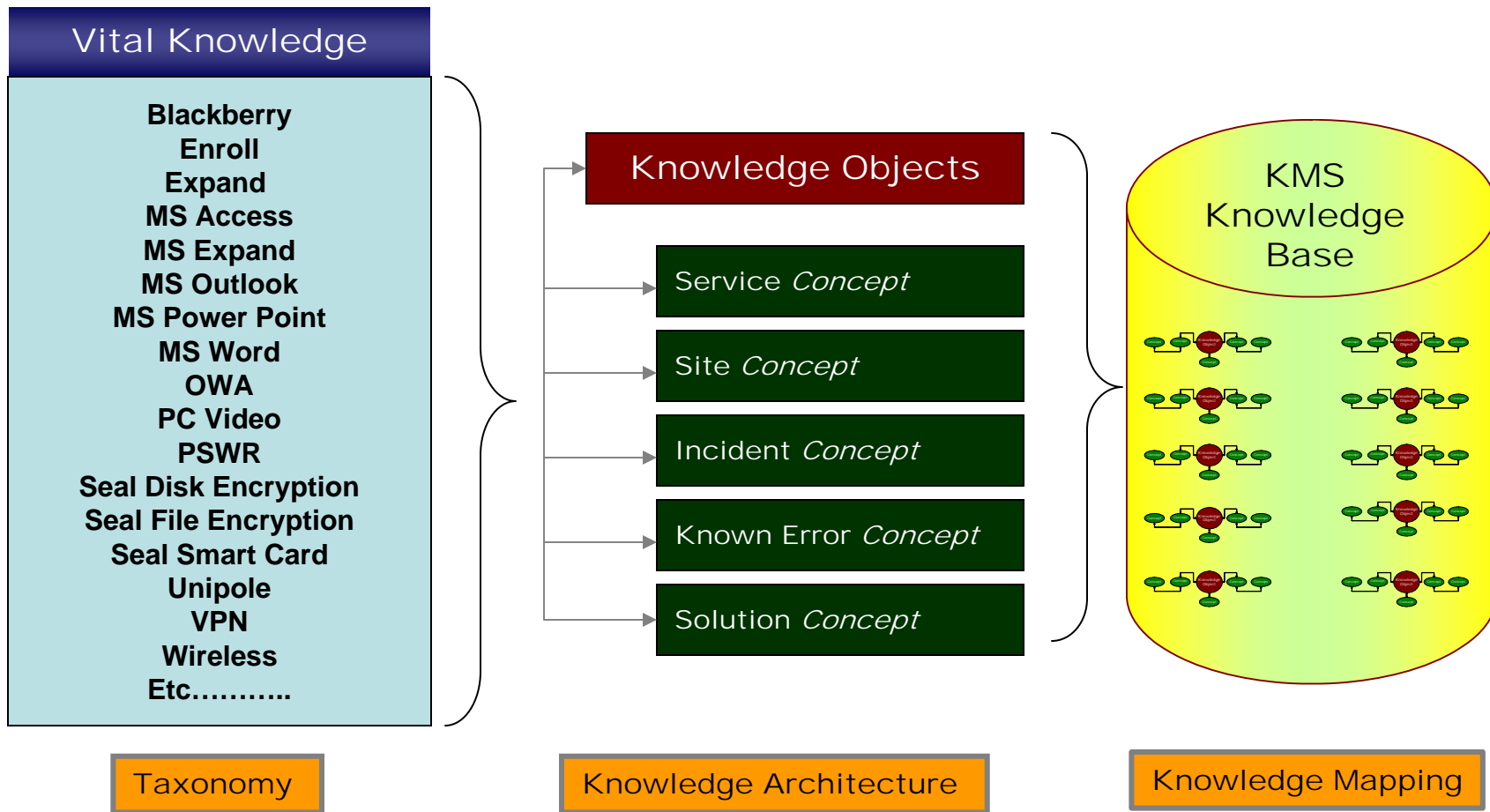
Explicit to Explicit

Enrich Existing  
Explicit Knowledge

# Model: Knowledge Interaction Points



# KMS Knowledge Base Framework



# Five Step KMS Search Methodology

Building the Experience – with *Explicit & Tacit Knowledge*

