

Working Knowledge CSP

Concept | Strategy | Practice

a service disabled veteran owned small business



Solutions

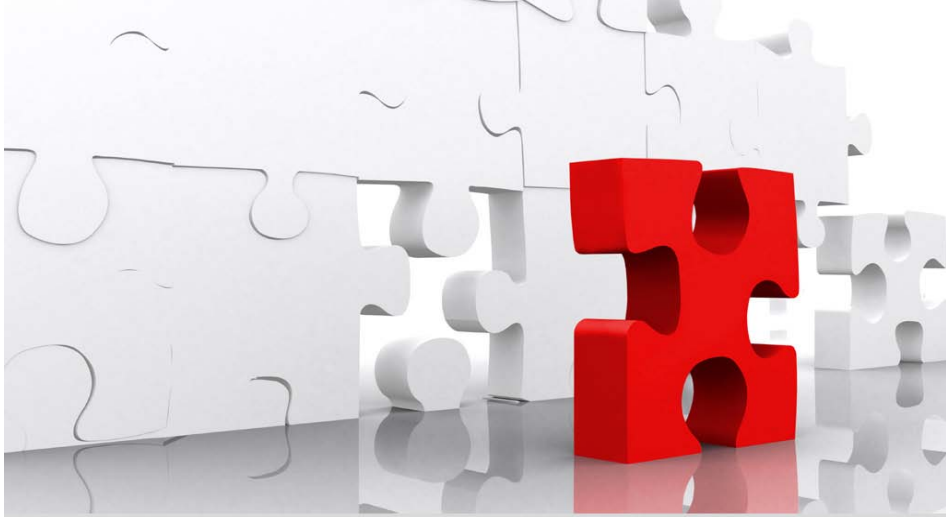
Blueprint for Creating and Sustaining a Strategic Knowledge Management Framework: We work side by side with you to (1) understand your readiness for implementing a sustainable knowledge management program, (2) develop a life cycle knowledge concept, tied to your strategic plan and leadership intent, 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: We focus with you on the creation of a knowledge enabled, high performing organization or team from organization “day one.” This is most effective when new organizations or sub groups of organizations are formed from different cultures or operational environments, possess different but complementary expertise, have unclear or not established chains of command, and are crafting a new mission to address a particularly large or long term challenge where the ability to connect, collect, and collaborate is critical to successful outcomes. We take a strategic approach to helping the (new) leadership team to define direction and outcomes, organizational goals and objectives and an organization structure where form follows function. Fundamental to this is the co-creation of a high performing, knowledge enabled organization possessing a disciplined and sustainable framework for capturing and reusing knowledge to sustain measurable high performance.



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Knowledge Enabled Process Analysis and Mapping helps 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. Organizations that don't consistently learn before, during, and after process execution deliver marginalized performance, poor quality, and a less than optimum client/customer experience. 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 your organization and across boundaries with clients/customers, suppliers and business partners.

The Knowledge Management (KM) Maturity 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 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, and more readily adapt to change.

The Knowledge Loss Impact Assessment provides you with understanding of 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.

Leadership and Team Transition Knowledge Transfer delivers effective and efficient transfer of 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 provides 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 recommendations to improve or sustain the value of your KM investment.

For more information, please contact:
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