Different Approaches to Knowledge Management

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Approaches

1. Tactic Knowledge Management
2. Explicit Knowledge Management
3. Blended Knowledge Management
Value Chain

- Collecting
- Organising
- Summarising
- Analysing
- Synthesizing
- Decision Making

VALUE

Knowledge

Information

Data

CULTURE OF THE ORGANISATION

Functions

Tailored Business Solutions...
1. Tactic Knowledge Management

Knowledge carriers

Know ‘how’ not know ‘what’

Knowledge in peoples heads

Understanding the kinds of knowledge that individuals in an organisation have

Moving people to transfer knowledge within an organisation

Managing key individuals as knowledge creators and carriers
Advantages/Disadvantages

- Simple to approach
- Simple to implement

- Organisation is dependant on these individuals
- Once they leave the company the knowledge is left with them
- Does the company really know what knowledge individuals hold?
2. Explicit Knowledge Management

Knowledge that can be explained and made explicit and disseminated through documents, drawings, operating procedures, best practice manuals.
Advantages/Disadvantages

• Knowledge is disseminated into manuals, procedures, documents, drawings

• Everything is stored (when is it refreshed?)

• Ownership of information & Data

• Lack of creativity
3. Blended Knowledge Management

Tactical & Explicit Knowledge Assets

Networking Site – share-point

Tailored Business Solutions...
Networking Site – Share point

• Building communities of practice
• Facilitates open communication, leading to enhanced information discovery and delivery.
• Allows employees to discuss ideas, post news, ask questions and share links.
• Provides an opportunity to widen business knowledge.
• Delivers communications and directs interested people to specific web sites.
• Search via key words
• Allows webcasts to take place
Advantages/Disadvantages

- Social & enjoyable
- Able to get answers directly through blogs
- Creates innovation
- Fluid communication
- Access to experts
- Access to information 24/7

- Spending more time out of work hours on the site