the Archive-Skills consultancy

Info-byte:
What is Knowledge Management?

What is Knowledge Management?

➢ Harnessing and exploiting all organisational knowledge and information

Why do we need to manage knowledge?

➢ Much of the intellectual capital of an organisation is locked inside employees' heads where it is:

- unavailable to others within the organisation who need it and;
- disappears when the employees leave

➢ If implicit knowledge is not made explicit, activities may be duplicated because:

- colleagues in different departments will not know they can draw on work already done and:
- the activities of the organisation can be impeded because only one person knows how something operates

How do we fix this?

➢ Effective use of intranets, procedure manuals and other ways of sharing information

➢ Instituting shared and well organised records and information systems

➢ Fostering a culture of team work and sharing information and knowledge