What is knowledge management and how can it improve your food security program?

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Session outline

- What is knowledge management?

- KM concepts from the experts

- Techniques and practices that facilitate knowledge generation and sharing

- Tips for everyday KM

- More KM resources

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Definitions

- Knowledge is insights and experiences, either embodied in individuals or embedded in organizational processes or practice

- Knowledge management (KM) is a range of strategies and practices used to identify, create, represent, distribute, and enable adoption of such knowledge

Why manage knowledge?

- Our collective knowledge produces better solutions to the difficult complex problems than does individual expertise

- The knowledge is a valuable organizational resource

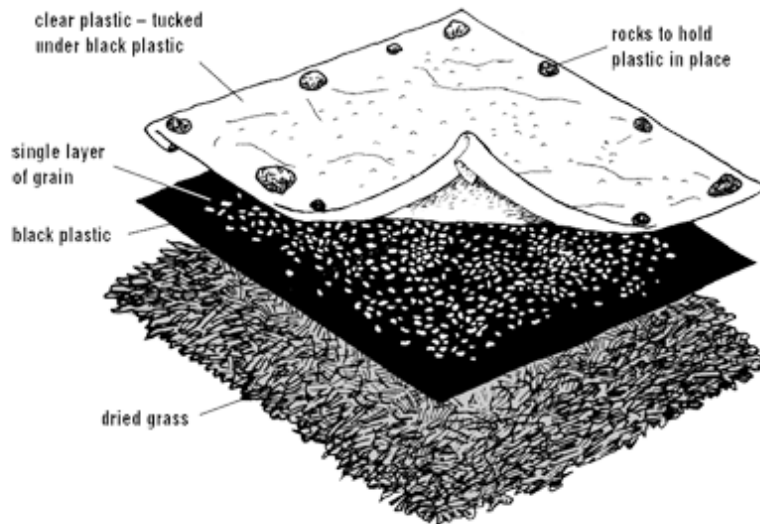Reinvent the wheel...

wheel II
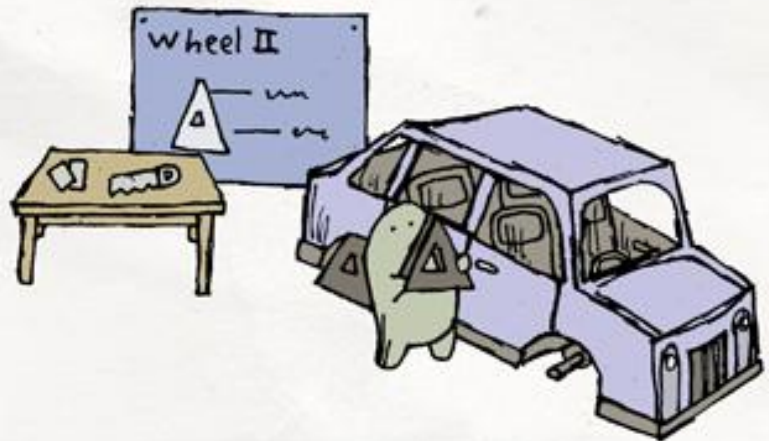
Explicit versus tacit knowledge

G5 Solar grain driers

The simple drier shown below will heat grain to temperatures high enough to kill most pests, including weevils, beetles and other insect pests, together with their eggs.

- Place a sheet of black plastic on top of an insulating mattress of dried grass. Place a single layer of dry grain on top of this. Place a larger layer of clear plastic over the grains. Fold the clear plastic under the black plastic layer and use stones to hold it in place.
- Make sure grain is well dried before treating in this drier. Exposing the grain to at least two hours of strong sunshine in the middle of the day should be sufficient to kill most pests.

clear plastic – tucked under black plastic

rocks to hold plastic in place

single layer of grain

black plastic

dried grass

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Collecting versus connecting

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Quick conversation in trios: KM activities or strategies in your work
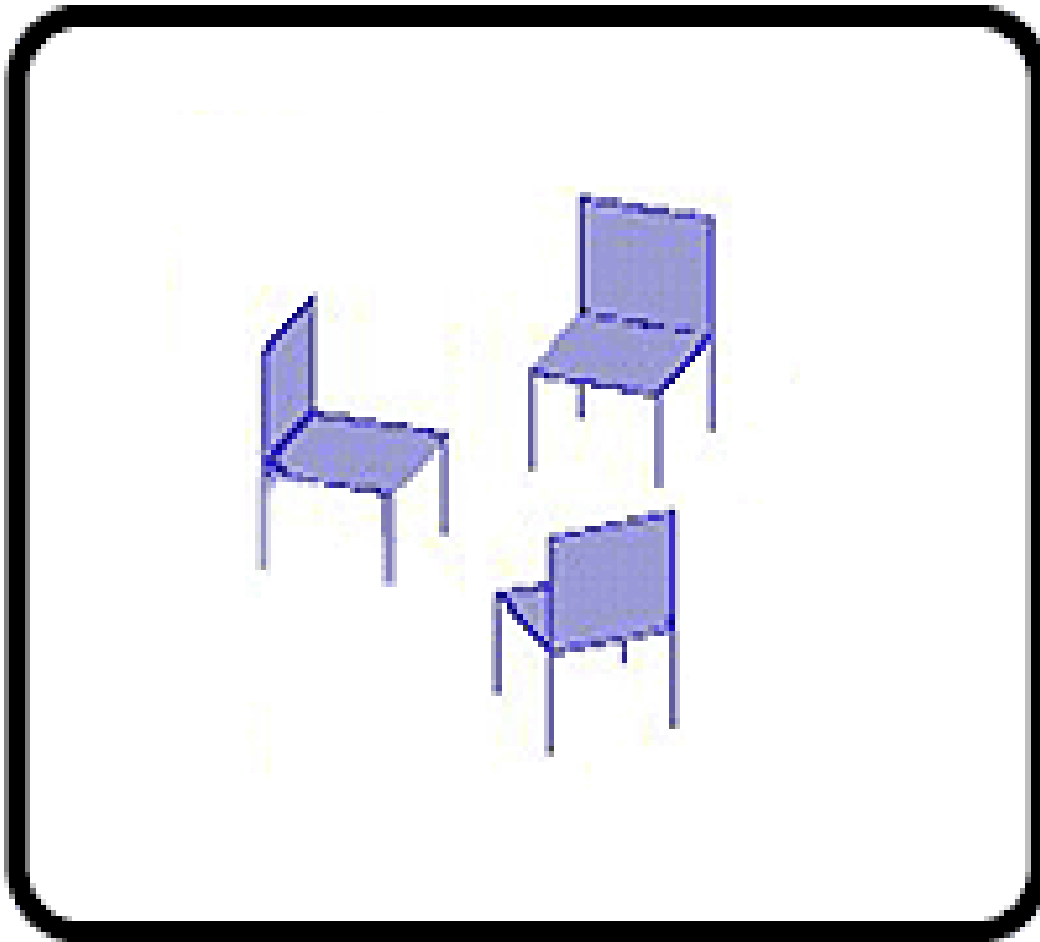
Simple Rules of KM from the Experts

We always know more than we can say, and we will always say more than we can write down.

The process of taking things from our heads, to our mouths (speaking it) to our hands (writing it down) involves loss of content and context. It is always less than it could have been as it is increasingly codified.
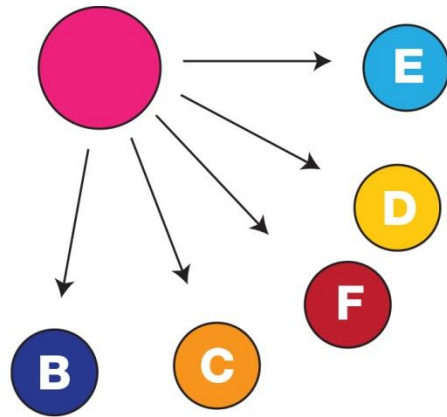
Dave Snowden
7 Principles of Knowledge Management
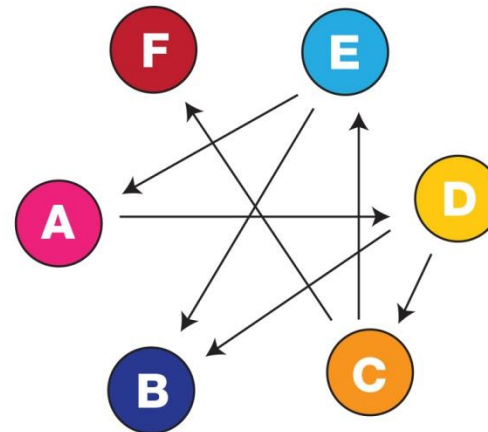
Connection before Content

People are more willing to share their knowledge and expose their thinking when they have built a trust relationship with others.

Moving from
One to Many
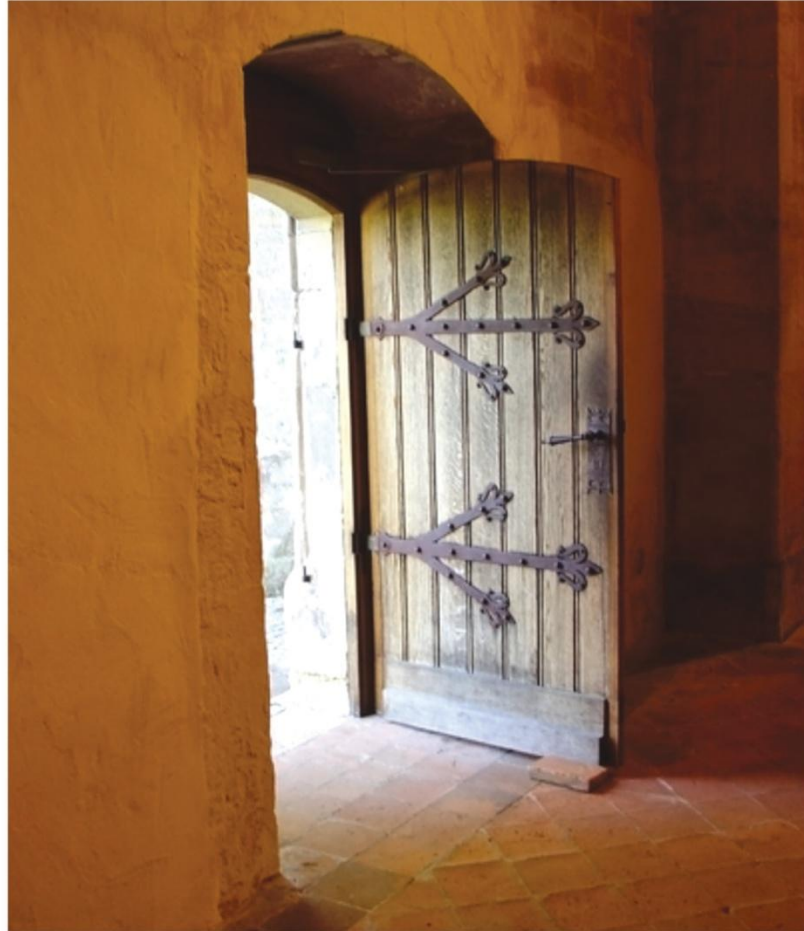# to Many to Many

Knowledge Dissemination

Experiential Peer-to-Peer Knowledge

Nancy Dixon, Common Knowledge Associates

We learn "how to" knowledge from peers
who are doing similar work.

Asking Opens the Door to Knowledge

Knowledge sharing begins when someone asks a question.

We Learn
When We Talk

Ideas only take shape in our mind
when we explain them to others.

Knowledge Is Created and Shared in Conversation

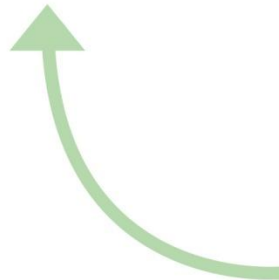# Learning From Experience Requires Deliberate Reflection

Experience

is inevitable;

learning is not.

Reflection is most effective when it involves others with similar experiences.

Learn in Small Groups, Integrate Knowledge in Large Groups

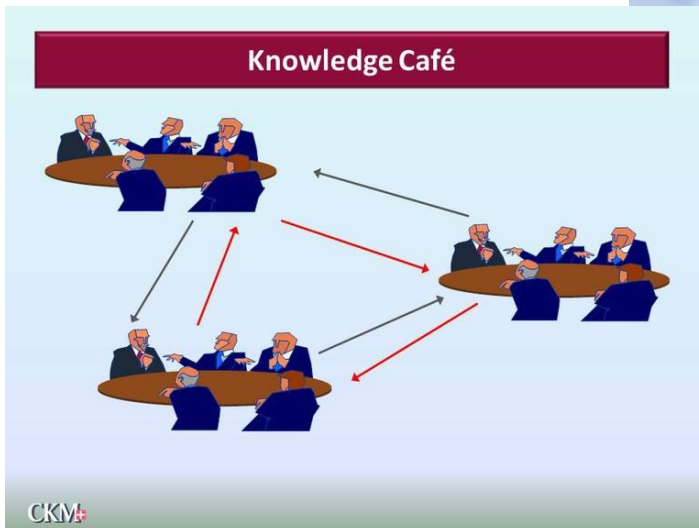# Techniques and practices that facilitate knowledge generation and sharing

Techniques to use in meetings

- Storytelling
- Speed consulting
- Knowledge café

After Action Review

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Experience databases vs. locators

Create Improvement Report

This report describes a specific improvement activity and results. Please select the region, country, topics and subtopics that this report pertains to (Use Ctrl-Click to select multiple values). Use the free text fields to organize the story. You can attach multiple files for supporting data (e.g., Excel, Word, PPT, or PDF).

Title: *

▾ Vocabularies

Improvement Methods:
- None -
The Science of Improvement
Approaches to Improving Health Care
-Accreditation
-Audit and feedback
-Certification
-Client engagement
-Employee engagement
-Improvement collaboratives

Improvement Topics:
- None -
HIV/AIDS
-Adherence to treatment
-Antiretroviral therapy/ART/ARV
-At-risk populations
-Community and home-based care for PLWHA
-HIV counseling and testing
-HIV infection prevention/universal precautions
-HIV laboratory services

First, select the topic page that this item should be displayed on and then select the section it should be added to, using Ctrl-click.

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Knowledge planning

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Knowledge vs. communication products

Knowledge products

- Job aids, checklists, reminders, and other tools
- Guidelines, SOPs, guidance
- Compilations of tested changes
- Patient education materials
- Task lists, job descriptions
- Assessment tools

Communication products

- Success stories
- Testimonials
- Case studies/stories on how a particular site achieved a specific result
- Video clips
- Radio interviews

Knowledge assets

What we too often have

A mess of documents!

What we need

A single source of guidance

Introductory context and "document map"

High level advice

1. ………………   2. ....
3. ……………...   4. ....

Detail – Use front line people to make it real

Video stories

Written Stories

Illustrative pictures

Quotes from front line workers with their pictures

Contact information

Tools

Checklists

Guidelines

Manuals

Reference section:
Journal articles, Research studies, Web links

Sharing Meetings

- **Knowledge Exchange**
- **Peer Assist**
- **Knowledge Fair**

Communities of practice

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Tips for everyday KM

Personal KM

- Build in reflection into your routine work

- Focus documentation of learning on what you would recommend, not what you did

- Leverage your living databases—connect people

Techniques for facilitating sharing across groups

- Use deliberate designs to structure the sharing—storytelling, knowledge cafes, speed consulting or networking, etc.

- Start with or include in the first hour small groups in conversation, or the whole group if it is under 25; don't start with a presentation--that puts attendees in a passive mode.

- Always start with the opportunity for attendees to put their best foot forward, rather than starting with problems

- If possible, remove tables and just use chairs. Small tables are much better than big--4-5 people is ideal for deep conversation.

- After small groups have been in conversation, bring their ideas together in the large group to integrate their insights into the thinking of the whole; in a lengthy meeting, alternate small and large group discussions.

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The difference room design makes

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KM in your organization or project

- Build in regular moments of synthesis to ask, What are we learning?

- Create the conditions in which sharing results & insights is of personal benefit to those your interact with

- Create knowledge assets around critical topics: What do we know about XYZ ?

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What tip can you apply in your work?

- **What?**
- **How?**
- **Who?**
- **When?**

KM resources

- **Synthesizing and sharing learning:**
  https://www.usaidassist.org/content/building-capacity-improvement

- **Resource for simple group exercises:** http://liberatingstructures.com

- **Designing Participatory Meetings and Brown Bags: A TOPS Quick Guide to Linking Development Practitioners:**
  http://www.fsnnetwork.org/resource-library/knowledge-management/designing-participatory-meetings-and-brownbags-tops-quick-guid

- **Ideas from KM expert Nancy Dixon:** www.commonknowledge.org
  https://www.usaidassist.org/resources/how-effectively-draw-knowledge-everyone-room

- **The Art of Knowledge Exchange Version 2:**
  http://wbi.worldbank.org/sske/Data/wbi/wbicms/files/drupal-acquia/wbi/document_repository/art_of_knowledge_exchange_full_.pdf

Contact us

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