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

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# Session outline

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- 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

# Definitions

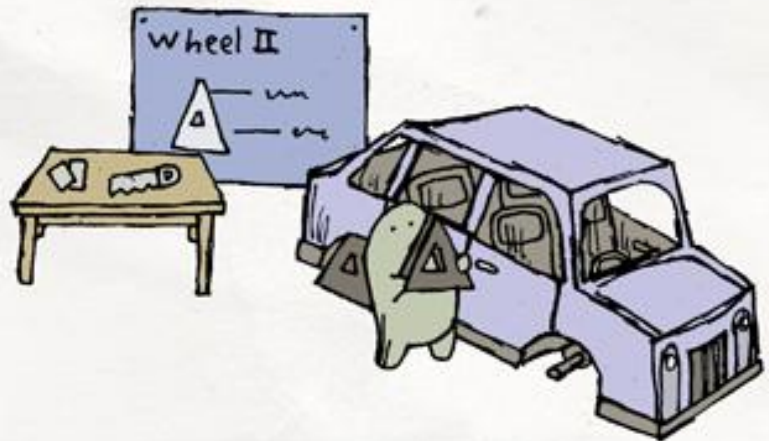
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- Knowledge is insights and experiences, either embodied in individuals or embedded in organizational processes or practice
- Knowledge management (KM) is a range of strategies and practices used to identify, create, represent, distribute, and enable 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...

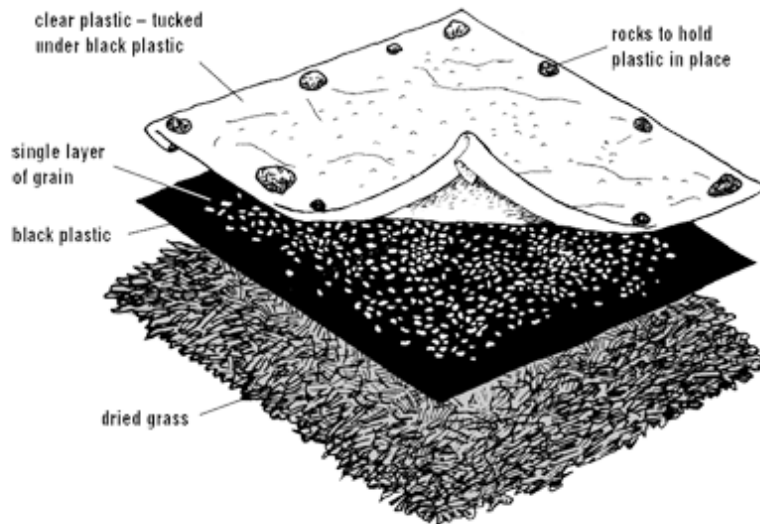


# Explicit versus tacit knowledge

## 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.



# Collecting versus connecting



Step 1 of 7 Adding Claimant

Claimant Information	
First Name:	Last Name:
Address:	City:
State: <input type="text" value="District"/>	Phone:
Fax:	Email:
Gender: <input type="text" value="M"/>	DOB:
POB:	Language: <input type="text" value="English"/>
DOI:	Employment:
Wage:	
Work:	

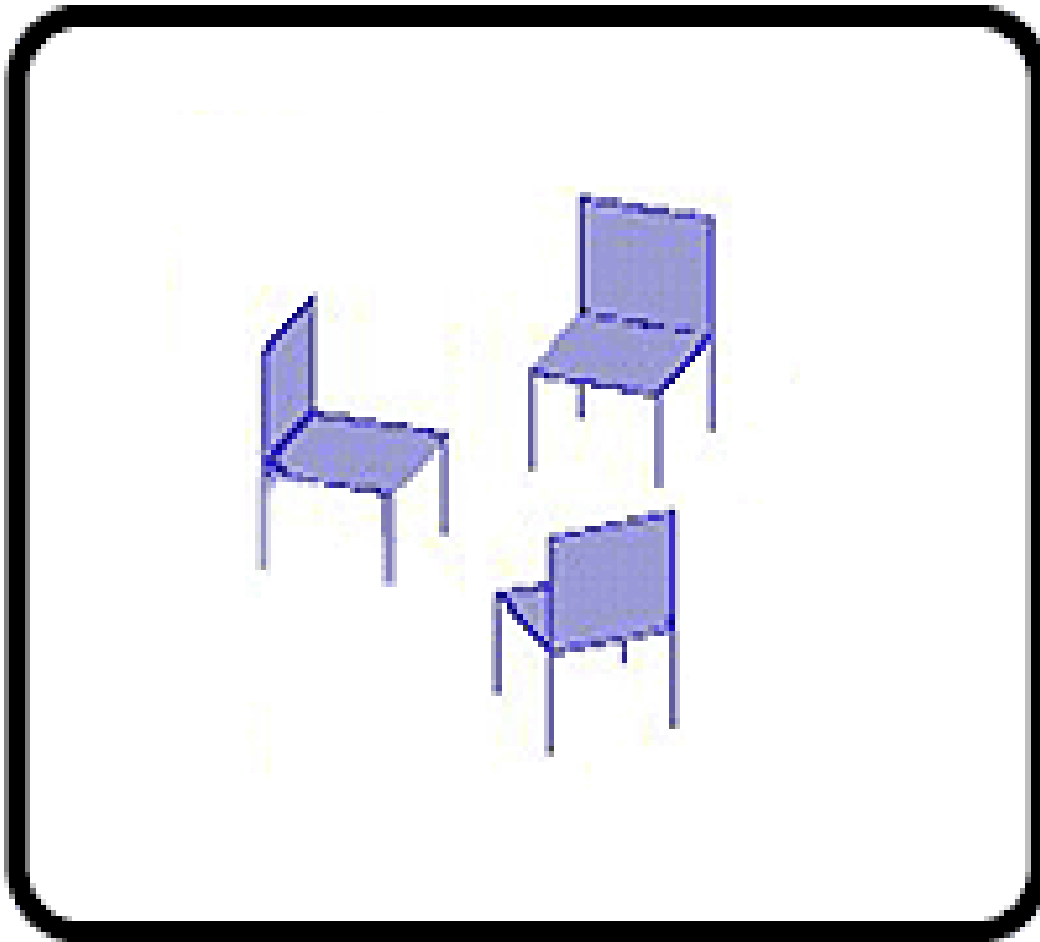
Case Information		
Comptroller:	Frank P. Diaz	
Case Title:	WIC	Claim File:
WICAD#: <input type="text"/>	Report Status:	Defect Status: <input type="text" value=""/>
Refer By:	Referral Date:	
Defense Referral:	Applicant Referral:	
Business Referral:	Referral Account:	
Referral Received:		
NOPI:		
Inventory Value:	No Evaluation Received:	<input type="checkbox"/>
Make Screenshot:	Select Computer:	

Case Data Entry Progress



# Quick conversation in trios: KM activities or strategies in your work

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# 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.*

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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**

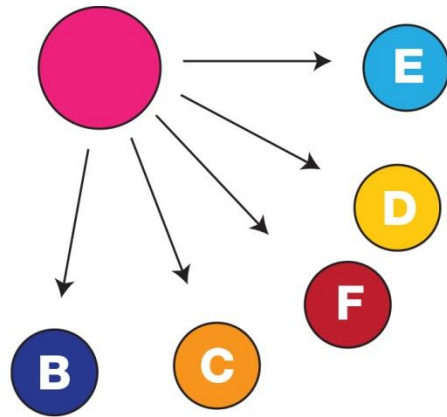
*7 Principles of Knowledge Management*

# Connection before Content

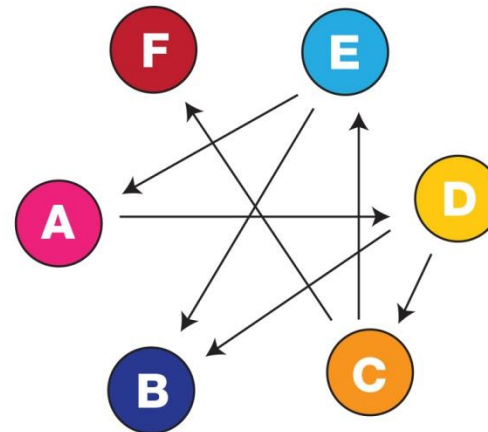


People are more willing to share their knowledge and expose their thinking when they have built a trust relationship with others.

# Moving from One to Many to Many to Many



Knowledge Dissemination

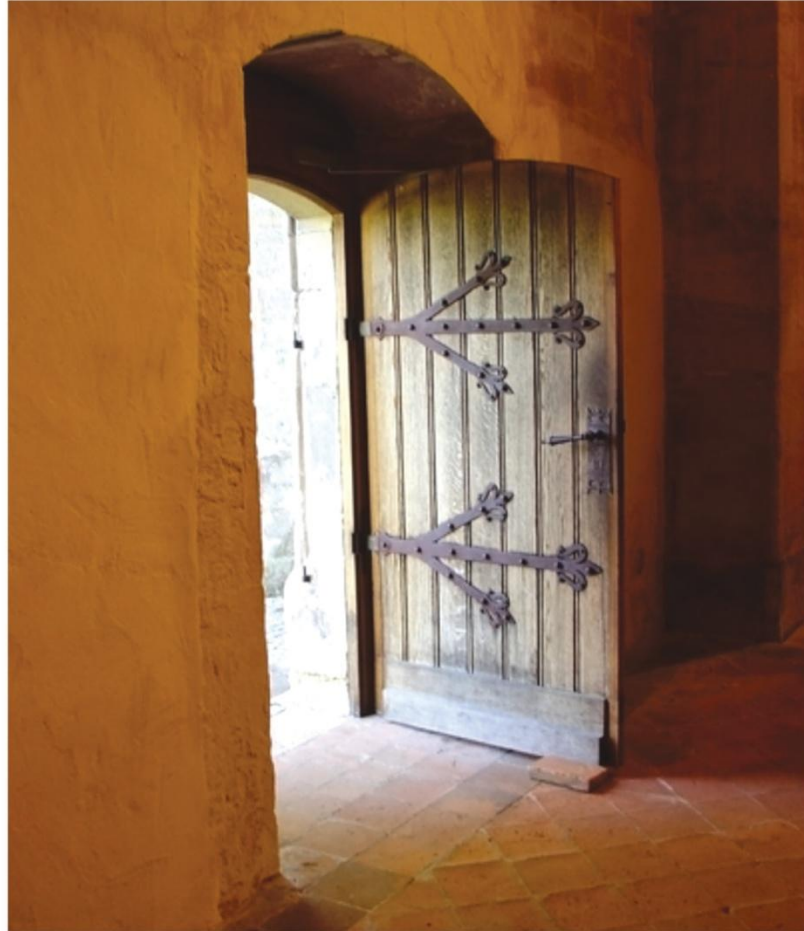


Experiential Peer-to-Peer Knowledge

*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

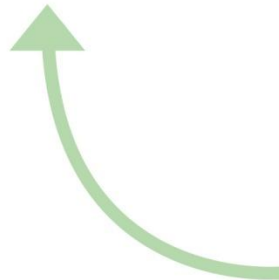
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*Experience  
is inevitable;  
learning is not.*

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

# Learn in Small Groups, Integrate Knowledge in Large Groups







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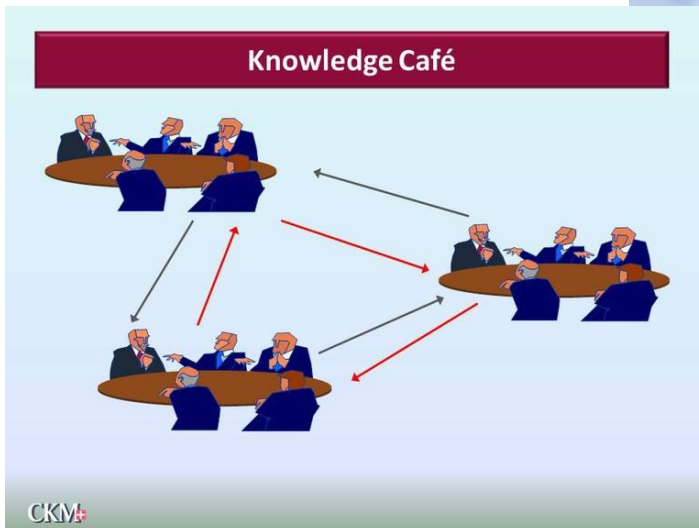


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# **Techniques and practices that facilitate knowledge generation and sharing**

# Techniques to use in meetings

- Storytelling
- Speed consulting
- Knowledge café



# After Action Review



# 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.



# Knowledge planning



# Knowledge vs. communication products

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## 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

**FSN Network**  
Food Security and Nutrition Network

Home | Register | Login

Select Language ▼

Search

Technical Sectors | Fragile Environments | Cross-cutting Program Design | Program Quality Management

## About FSN Network

- Discussions
- Events
- Interest Groups
- Task Forces
- Resources
- Useful Links

**WELCOME TO THE FSN NETWORK PORTAL**

Username or e-mail

Password

Log in

Register here  
Reset password

Sign in using:

**FSN NETWORK NEWSLETTER**

Email Address: \*  
example@example.com

Sign Up!

## Interest Groups

*Home*

The FSN Network fosters opportunity for implementers to come together for innovation and knowledge sharing, cross-organizational collaboration and consensus building.

Interest Groups are small communities of practice of food security implementers located in the field or at headquarters level who periodically connect online or in-person to share experiences, give advice, spread ideas and provide peer-support in cross-cutting and emerging implementation areas.

### JOIN AN INTEREST GROUP

Here is a list of existing interest groups of the FSN Network:

- **African Monitoring and Evaluation.** Sharing technical information on monitoring and evaluation. [Learn more >](#)
- **Nutrition and Agriculture Linkages in Africa Network.** Exploring nutrition and agriculture linkages in the food security and nutrition space. [Learn more >](#)
- **Care Groups Forward.** Sharing knowledge and expertise on how to best implement the Care Group model. [Learn more >](#)
- **Designing for Behavior Change.** Discussing all aspects of designing for behavior change including conducting barrier analysis/door-non door surveys. [Learn more >](#)
- **Program Level Early Warning.** Encouraging the exchange of ideas, methods, lessons learned, and promising practices surrounding program-level early warning and response systems. [Learn more >](#)

### START YOUR OWN



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# Tips for everyday KM

# Personal KM

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- 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

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- 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.

# The difference room design makes



# KM in your organization or project

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

# What tip can you apply in your work?

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



# KM resources

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- **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](http://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](http://wbi.worldbank.org/sske/Data/wbi/wbicms/files/drupal-acquia/wbi/document_repository/art_of_knowledge_exchange_full_.pdf)





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## Contact us

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