

Reflective Journal on KMP2P Sharing Experience

The sharing consists of 2 parts. The first part provides opportunity for all participants to have small charts and time to get to know each other, followed by a little discussion facilitated by Don. The discussion topic was about “How to make an interesting description about KM in order to get buy in by stakeholders?” (allow me to make it short, Don). I found this a very interesting topic cause I believe everyone of us had such experience before: the one who asked you what is KM get boarded after you tried to explain it for about 2 minutes, but you still have to spend another 8 minutes to tell more. You may find the discussion result on KMP2P group on Facebook, but I think we all were not satisfied with this outcome. I continued to think about this topic in the following few days, but I really can’t get to the point with few words. After all, KM is such a big topic and we still have a lot to learn after finishing the Master course. Let’s bring this section to the end with some quotes I made up myself:

“You have invested a lot in this business, why don’t invest a little bit more on KM to make life easier?” Short but not getting to the point, right? Try another one.

“While more and more enterprises are task oriented, cash is king and short sighted, we deserve a better way to work things out. That’s way we need to implement KM.” Seems too serious and not interesting at all. Try something crazy.

“You can’t survive without KM!” No! I better stop here.

The second part was provided by Angela, it’s a wonderful sharing section! Actually Angela was just telling her KM journey on implementing KM in a law firm, but I am impressed by her passion and the way she explicit her experience, and lesson learn. Let’s have a quick revision on the gift she brought up.

KM initiatives

I cannot tell is the 9 KM initiatives essential but surely it is ordered, being life to KM and innovative. By innovative I am referring to the new products initiative. Yes, new product is one of the most important deliverable for KM. I wonder is it a result Angela got to by her gut feeling or something she interpreted after KM study? If it is the former one I would say she was born for the job!

Detour

Here she brings out one important personality that a KM participate needs, that is outgoing. The story was about how she stand up for the KM director post, reach out to key persons, proactively delivered activities like training, consolidate resources, issue monthly news letter, just to name a few. Also the importance of F2F meeting and identify & prioritize needs were discussed.

CoP Experiences

Before moving into what Angela delivered, I have one question which needs your input: What is the most powerful and useful tool for KM? If we revisit the tools we learnt from ISE 543, there are plenty of tools for application, but which is do you think is useful/practical? Very likely we will come up with an answer that certain

tools are fit for certain situations, there is no one-for-all solutions, etc, etc.... Frankly speaking, I am convinced that CoP is one of the most powerful tool for KM. Unlike Enterprise Portal, which looks more like a declarative artifact (Eric is going to kill me if he read about this), CoP provides human context and a media for networked knowledge. Unfortunately, I don't have practical experience with CoP (I had one failure experience with portal in the company I formerly worked in) and I will participate more in KMP2P to gain this experience. I hope you enjoy it too ☺

Just like many CoP stories we have heard, Angela stated few CoPs, some worked and some didn't. Her experience gave some proof on some theories we've learnt about CoP: top down approach doesn't work, the CoP dies if the key person fade out or member lost interested; manipulation doesn't work, intrinsic motivation crossed out when London office tries to take control on a CoP; CoP won't work without guidance, support from management and peers, training for facilitator, etc. We may have a lot more examples on what works and doesn't, but I am going to leave it to you to revisit and discover from ISE 5605 Knowledge Communities.

Practical Tips

This is the part I found most interesting, and I really have to say thank you to Angela, its really comprehensive and inspiring. I am not going to repeat it one by one here but I would like to share with you my favors:

- read, read, read (isn't it amazing that you were paid to learn?!)
- try to find value and add value in everything you do (don't forget it is all about value creation for CoP)
- water cooler (one of the powerful tool for KM, I love it because it is free and has always been around us)
- profile and network (Angela mentioned she is a connector in the company, our Chief Executive of HK described HK in the same way recently....)
- business plan (I recommend you to read this book to find out more about business plan, this book also recommend some ways for PKM:
http://www.cp1897.com.hk/product_info.php?BookId=9789861361826. I have a copy and pls feel free to borrow.)

Last but not least, thank you for your time to read this essay. I hope your find it interesting and I really looking forward for more opportunities to share with all of you!

William
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PS. I would be more than happy to get your feedback and comment via lim912@yahoo.com, cheers!

KMP2P (Knowledge Management from Practitioners to Professionals) is initiated and currently operated by MScKM graduates. We encourage interaction among members under an open and fair environment with no discrimination: sharing updated news in the area of KM, offering opportunities for KM practices, creating chances to meet with like-minded KM graduates and promoting KM in the society. Last but not least, we provide platform to practice KM and groom for professionals. MScKM undergraduates and graduates' participation are entirely optional. Even though we might gain support from PolyU, which will not be liable to any responsibilities nor obligations in this community.