Harness the Power of Knowledge

Capturing Knowledge and Best Practices

Our Capability

- Strategy Development
- Requirement Specifications
- File Classifications / Taxonomies
- Retention Schedules
- Information Audits
- Change Management
- Communication Planning
- Corporate-wide Implementations
- Procedures and Documentation
- Scoping and Feasibility Studies
- Project Management
- Business and Workflow Analysis
- Blueprint Development
- Training

Our Approach

- Partnership
- Knowledge Transfer
- People Centric Approach
- Methodology Driven
- Benefits Driven
- Technology

Challenge

Today's workforce is changing at an alarming pace. With high employee turnover, downsizing, mergers, constant restructuring, and the impending retirement of the baby boom generation, managers can no longer count on experienced, reliable employees to be there to mentor and train co-workers.

When employees leave, their knowledge, experiences, and know-how usually leave with them. But even when they stay, experienced workers need to understand and learn new and better ways of doing things. Valuable resources are wasted when workers spend time hunting for or rediscovering answers that somebody else in the organization already knew.

Organizations that cannot quickly transfer critical knowledge to their workers may experience

- high error rates
- non-compliance
- lost revenue
- low customer satisfaction, and
- reduced productivity.

Solution

More than ever before, organizations need to find ways to capture employee knowledge and best practices and ensure that they are shared and used throughout the workplace. To do this, organizations must uncover and address the gaps between their goals and their current knowledge transfer practices. New tools and technologies must be supported with process and cultural changes and populated with high-quality structured content. A complete solution requires

- effective architectures, techniques, and standards for organizing and presenting content effectively
- new skills to help workers understand what knowledge to capture, and how to document it to maximize its usefulness to others
- revised goals and expectations that make knowledge capture a high-priority in everyone's job, and
- efficient systems and tools that centralize knowledge content and make it easy to store, access, and maintain.

Capturing Knowledge & Best Practices

Services

iKnow offers the following services to help organizations plan and implement effective programs to capture and transfer knowledge and best practices.

Consulting: We help establish meaningful knowledge transfer goals and priorities, evaluate the effectiveness of current practices, and design solutions and implementation plans that address our clients' requirements and constraints.

Design: We design information architectures, prototypes, and standards to guide how knowledge is captured, organized, and presented.

Capture: We interview experts to find out what they know and what they do, and then we document that knowledge, using our proven content development methodology.

Training: We create effective training solutions that help workers assimilate new knowledge and skills quickly.

Results

With effective processes, techniques, and standards in place for capturing and transferring knowledge and best practices

- valuable knowledge and experiences are retained when workers leave
- changing policies & procedures are easily implemented across the organization
- new workers are brought up to speed more quickly, and
- existing knowledge is easily found and used when needed.

Organizations that implement a comprehensive program for capturing and sharing best practices can expect to

- increase operating efficiency
- improve performance, and
- gain competitive advantage.

The competitive edge you need is within your organisation. Let iKnow help you harness the power of knowledge.

Request a call or appointment by emailing contactus@iKnowGroup.com