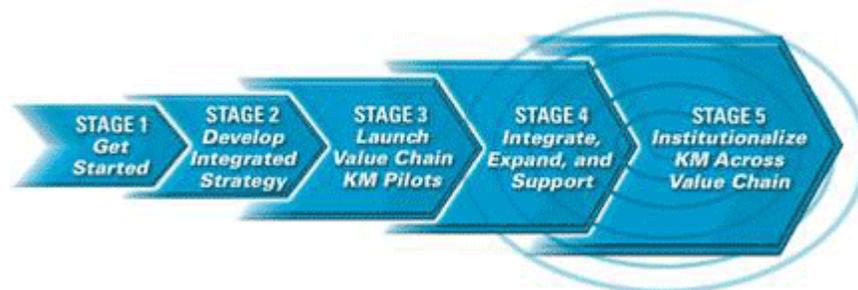
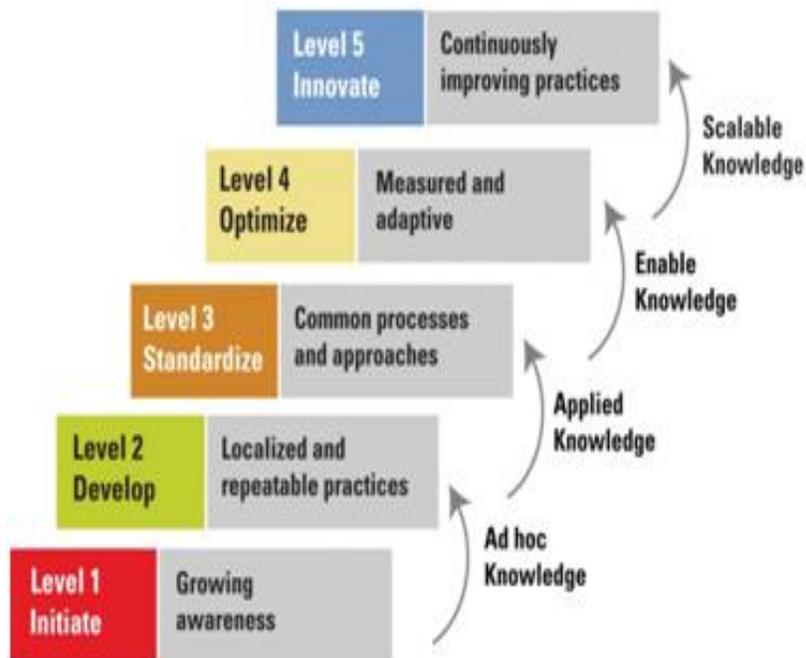


Strategic Knowledge Management – Maturity Model

- Manage Your Knowledge Environment For Business Excellence

***[2 to 3 Days Interactive Experiential Learning Workshop;
With Role-Plays, Case Study Report-Outs & Video Analysis]***



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<p>Objectives</p>	<ul style="list-style-type: none"> • Provide information, activities, and tools to knowledge workers at the point of need that furthers their effectiveness • Seamless integration with their work practice • Fully integrate KM, Organizational Learning, and process improvement into “performance excellence program” • Close alignment of “performance program” with business model • Monitor health of KM activities and results • Align performance management system with knowledge sharing • Capture and retain valuable individual knowledge • Develop value chain partner performance scorecards
<p>Business Case</p>	<ul style="list-style-type: none"> • “Performance program” becomes part of the organization’s differentiator in marketplace • Recognize “performance program” as value-add across business ecosystem
<p>Budget</p>	<ul style="list-style-type: none"> • Central resource and budget seen as investment; may or may not come from distributed model (e.g., business units pay into a central fund) • Create standard budgeting process for central CoE • Embed budgeting process inside business units • Create budget for IT costs • Create budget to support communities of practice

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<p>Governance, Structure</p>	<ul style="list-style-type: none"> • Active senior sponsorship to select annual priority initiatives • May report to president or executive in charge of performance excellence • Business units partner with consultative HR, Learning, KM, org change professionals to keep environment fresh with information that relates directly to business and human performance • Increased responsibility for execution in business unit
<p>Information Technology</p>	<ul style="list-style-type: none"> • Tools built into work flows and integrate with common applications • Consolidation and providing one face to the user with push and search features with some room for customization • People, process, and content available via one portal • Make technology accessible to value chain partners
<p>Change Management</p>	<ul style="list-style-type: none"> • “Performance program” seamlessly aligned with performance management systems • “Performance program” linked to talent management and leadership development • Embed “performance program” change agenda and knowledge experts in processes and business units • Build “performance program” into new-hire training • Provide ongoing recognition

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<p>Assessment</p>	<ul style="list-style-type: none"> • Correlate with business and human performance and responsiveness to need of workers to increase their capacity for quality and delivery • Should be seen as pervasive rather than initiative driven • Identify links to productivity and revenue improvements, cost and cycle time reductions, etc • Assess health and alignment to business needs
<p>Measurement</p>	<ul style="list-style-type: none"> • Integrated and aligned measurement system • Business metrics should reflect strong knowledge sharing, process improvement, and learning
<p>Communication</p>	<ul style="list-style-type: none"> • Communicate value chain partnership successes externally • Make part of employment “brand” for prospective employees by communicating as differentiator for employment
<p>Tools and Processes</p>	<ul style="list-style-type: none"> • Continue to enhance and refine all excellence methodologies and tools • Competency mapping • New Hire training • External partner forums • Confidentiality access and use rights for all partners

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- Facilitators Travel & Food have to be taken care by the client
- Clients will have to arrange LCD, Speakers, Mike on their own.
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