

### **Knowledge Management – A Summary**

#### **What is Knowledge Management?**

Principally this is the understanding that is embedded in the experience and wisdom of individuals that leads to informed decisions, advice and actions.

This can be lost from the organisation when people leave if it is not captured and shared within the team.

#### **Where does the responsibility for Knowledge Management lie?**

Fundamentally it's managers that need to ensure there's specific Knowledge Management work carried out before a person leaves the organisation. This will require commitment from the individual leaving to ensure their knowledge of the job is captured in advance to share with those taking over.

It is particularly important for professional roles that have unique tasks that require experience and wisdom to complete them efficiently.

#### **Key considerations for managing knowledge effectively**

Promoting the concept and providing guidance or coaching about Knowledge Management to gain a commitment to managing knowledge. Creating a description of knowledge-sharing practice and building Knowledge Management into existing processes and systems.

#### **Some ways to encourage Knowledge Management**

Promote and provide training and coaching in Knowledge Management. Build Knowledge Management into existing learning and development activities and include it as part of the leavers process.

#### **Retaining Staff with knowledge**

Another benefit offered by the Council is flexible retirement. This is where someone reduces their hours and or grade leading into full retirement in the future which allows the job they leave to be advertised and this is likely be ideal for succession planning. This retains the individual to impart knowledge to their successor.