



Tools and Strategies for Sharing Knowledge

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Knowledge Sharing Tools & Strategies



Why should we share knowledge?



Knowledge Sharing Tools & Strategies



- Do more
- Achieve better results
- Save time
- Save money
- Reduce duplication of effort
- Avoid making the same mistakes
- Learn from experiences of others



Our challenge. . .





Obstacles to sharing knowledge:

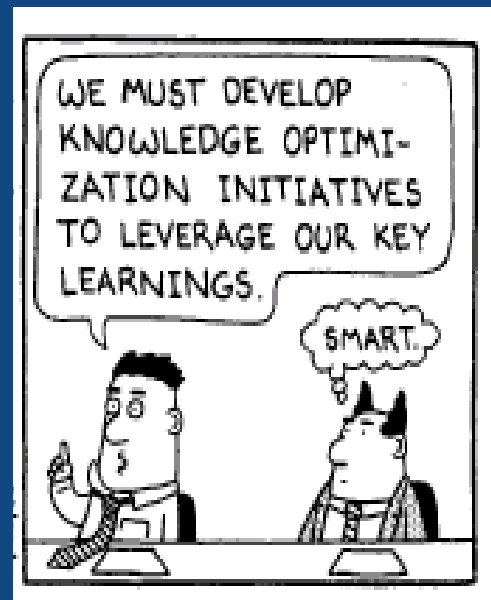
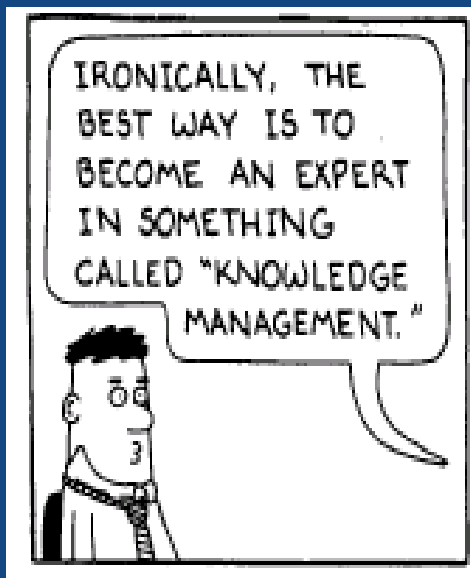
- Lack of time
- Hard to break from routine
- Knowing what's important to share
- Knowing who's interested
- Finding a way to stay connected



This presentation will give you ideas for:

- Staying connected with the contacts you make during the workshop
- Sharing what you learn here with your colleagues at home
- Enhancing local participation in the global dialogue

Knowledge Sharing Tools & Strategies





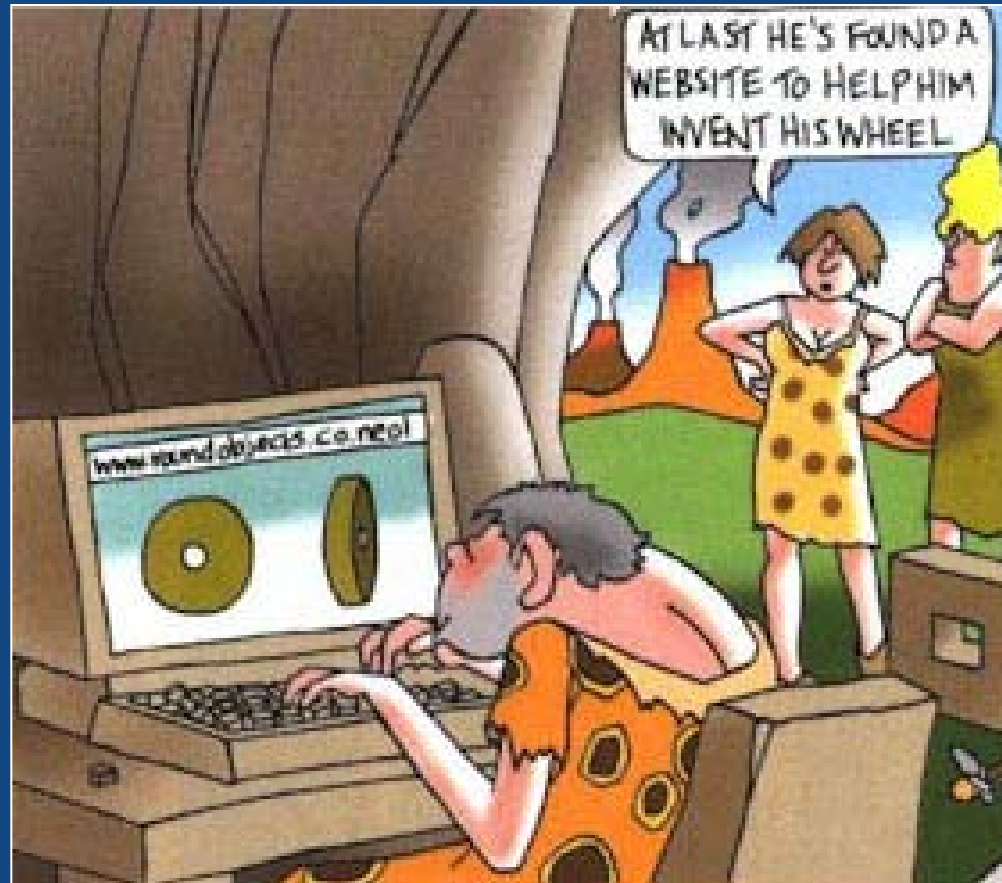
Knowledge management is

- Know-how
- Know-what
- Know-why
- Know-who
- Know-when

Knowledge Sharing Tools & Strategies



Designing a better wheel, rather than re-inventing it.



Knowledge Sharing Tools & Strategies



Just the tip of the iceberg...

Explicit



Easy to document & share in written form.

Easy to replicate.

Contributes to efficiency.

Implicit



Embedded "know-how"

Part of work routines and practices



Tacit

Difficult to articulate & transfer.

Hard to replicate.

Leads to competency.

Knowledge Sharing Tools & Strategies



Knowledge				
		TACIT	EXPLICIT	IMPLICIT
PURPOSE	Create	Research Workshops Challenge sessions	Business intelligence e.g. funding analysis	Statistical modeling Reasoning tools
	Store	Capacity assessments Exit IVs Handovers	Shared Drives Info Center Taxonomies Databases	Internet Email Publications CD RO
	Share	Mentoring Coaching Communities Training	Intranet Internet Email Publications CD ROMs	After Action Reviews Retrospects Evaluations

Knowledge and Learning Tools (adapted from Nutley et al, 2003)



Knowledge Sharing Tools & Strategies



I. How to stay connected with the contacts you made and take advantage of the networks you established during this workshop.



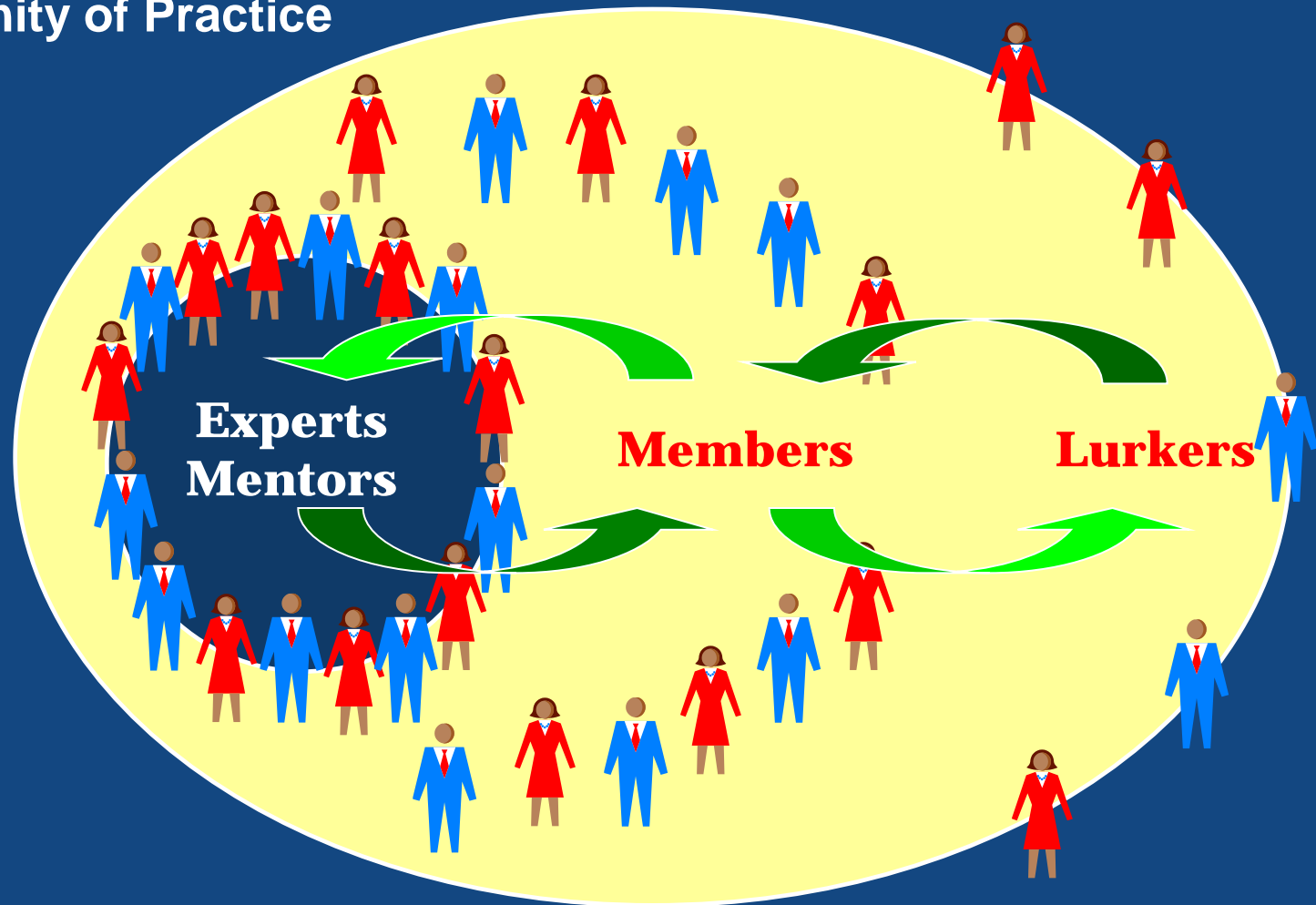
Community of Practice (Cop)

- Group of people with a common concern who share knowledge & expertise on an ongoing basis
- Can be small/large, virtual/physical, internal/linked to outsiders
- Not a team or work group

Knowledge Sharing Tools & Strategies



Community of Practice





II. Strategies for sharing what you learned at the workshop with your staff and colleagues back at home.

Mentoring & Coaching

- A learning relationship between two people
- Experienced person shares his/her knowledge
- Can happen in or outside the workplace





Debriefing or oral presentation

- Seminar
- workshop
- brown bag
- after action review

Written report

- Newsletter articles or e-mail to colleagues
- Intranet, website feature
- Checklist, FAQ, fact sheet

Event

- Poster, demonstration, knowledge fair, or display



Debriefing Exercise: 10 points in 10minutes

1. Workshop theme
2. Workshop dates
3. Workshop location
4. Who was there?
5. Overview of sessions
6. Highlights of your favorite sessio
7. Highlights of another session
8. Who you met & the value of these contacts
9. Overall impression of worksho
10. Q&A/contact info for materials

After action review (AAR)

1. What was supposed to happen? Why?
2. What actually happened? Why?
3. What is the difference? Why?
4. What went well? Why?
5. What could have gone better? Why?
6. What lessons can be learned?





III. How to increase and enhance local participation in the global dialogue.

Why contribute to the Global Knowledge Base?

Can something that has worked well in one location be applied in another one?

Start by assuming that somebody, somewhere will want to do what you're already doing.



The Global Knowledge Base:

A repository of best-practices,
lessons learned, tips, tools, expertise;

Accessible to everyone;

Everyone contributes to it and
everyone draws from it.



Knowledge Sharing Tools & Strategies



Knowledge-sharing resources from INFO:

- INFO web site and One Source database
- Photoshare
- POPLINE
- RH Gateway
- USAID Global Health E-Learning Center
- Specialized Web-based tools



Other global knowledge-sharing resources in RH

- Development Gateway
- Population and Health InfoShare
- Implementing Best Practices Knowledge Gateway
- The Communication Initiative



Knowledge Sharing Tools & Strategies



How to stay connected with the contacts and networks you establish during the workshop.

How to share what you learn at the workshop with colleagues at home.

How to enhance your participation in the global dialogue.



The challenge

**Facilitate
at-scale
implementation**

**Save time
& money**

**Promote
collaboration**

**Solve
problems**

**Enable
innovation
& creativity**



**Share
lessons
learned**

**Capture
“know how”**

**Increase
sustainability
of interventions**

Knowledge Sharing Checklist

- What have I learned from this activity and who could I share this knowledge with?
- What have I learned from global knowledge base and how can I build on it?
- Who are the experts on this topic? Have I discussed this with them? What did I learn?
- What have I learned that I could use in a new project?

Thank - you!