LIFELONG LEARNING INSTITUTE - OCTOBER 12 & 13

KNOWLEDGE MANAGEMENT SINGAPORE 2017
ENERGIZING INNOVATION THROUGH CREATIVE KNOWLEDGE
LIGHTNING TALK

PROCESS
A process is a noun that defined a series of actions or steps taken in order to achieve a particular end.
PROCESS – KM-defined

- Identifying Knowledge Source
- Capturing Knowledge nuggets
- Implement the mode of transfer
- Determine the Speed/criticality of transfer
- Supporting structures for Knowledge creation
- enabling and empowering staff to co-create new knowledge
- Utilizing the Knowledge
Knowledge Source

- Individuals
- Teams
- Networks within
- Networks in your external Supply Chain
Rich Source of Knowledge

The Aging Workforce in Canada

20% of Canada's workforce (3.6 million) is 55 years and over (Statistics Canada, 2011)

Older workers tend to have:
- Lower turnover
- Emotional maturity
- Workplace loyalty
- Less need for supervision
- Lower absenteeism

55+

By 2021, nearly one in four workers in Canada could be 55 years or over (Statistics Canada, 2011)

37% of people 55 and over worked in 2013, up from 24% in 2000 (Canadian Chamber of Commerce, 2013)

Compared to younger workers...
- Older workers suffer fewer job-related injuries, but their accidents can be more severe with a longer recovery period.
- Older workers may work slower or make decisions less quickly but their work tends to be more accurate.

Workers of any age are more likely to be attracted to work and remain working if they feel their work environment is safe and healthy. A well-designed workplace benefits everyone.

Older workers can do the same tasks as younger workers, but are more likely to experience different types of injuries:
- Falls – poor balance, slower reaction times, visual issues
- Cardio-pulmonary – loss of heat, cold tolerance, over-exertion
- Health-related – diabetes, cancer, osteoporosis, hypertension
- Strains and sprains – loss of strength, endurance, flexibility

What workplaces can do
- Conduct risk assessments that take into account aging factors
- Provide education and training
- Develop safe work procedures
- Keep equipment in good working condition
- Consider workplace improvements: mechanical assets, workstation design, floor surfaces, hand tools/grips
- Promote active living, healthy eating, stress management, and work-life balance initiatives

Tips for training older workers
- Incorporate past experience
- Provide context for information
- Allow more practice and classroom training for new situations
- Use short, active, and clearly written procedures
- Group equipment or tasks with similar functions

Minimize distractions
Reduce multi-tasking and activities
BIG DATA
Capturing Knowledge Nuggets

• Identify
• Develop
• Reflect
• Measure
• Capture
Make Explicit

- Interviews
- Sharing
- Story Telling
- Record
- Document
Mode of K Transfer

- Nonaka’s
- Socialization
- Externalization
- Internalization
- Combination
Determine the Target and Source

- Davenport & Prusak
- Maps the person or teams who require the knowledge (target) and the person who has the knowledge (source)
- Describe the channel through which the knowledge should flow.
Determine the Speed and Criticality of Transfer

• Determine different levels of knowledge and chart

• Speed that knowledge needs to flow through a system.

• Criticality for tactical and real-time mission/medical/environmental-critical issues,

• Can it be put through a process of refinement before its delivered?
Knowledge Creation

- Support New Knowledge Creation
- Embed knowledge Principals into workflows
- Enhance Workplace performance
Implementation of Processes
Co-creating new knowledge

• Leeway to question everything
• Challenge assumptions,
• Employ more brainwork and less Artificial
• Reframe the question at hand
• Exploit the available data not only from the systems in place but from the staff and customers
• Think like the clients.
• Open up to Innovating and Co-creating new knowledge from the ground up
Utilizing the Knowledge

“The globalized and knowledge economy is increasingly based on exploiting knowledge and innovation. Most organizations today understand the importance of value creation by incorporating knowledge and innovation into their products and services. In their pursuit of knowledge excellence, organizations are, and always will be, as valuable as their knowledge and ideas and, most critically, their ability to transform their knowledge and ideas into valuable and successful competencies, products and services.”

Ron Young

#KMSG10
Implement the Changes

- Improve the SOPs
- Learn
- Apply
- ReUse
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THANK YOU