Leading the cultural transformation using the Knowledge Lens

Stuart French
Disciple of Experience
Melbourne Australia

Photo by Dhruva Reddy on Unsplash
Yes! I use it all the time 5%

Yes, but not sure how to apply it 11%

Isn’t a cynefin a type of ancient fish?

Total Results: 44
The Curse of Knowledge
The Curse of Knowledge
Where will Snoopy look for the cake?

Respond at PollEv.com/deltak
No thanks!

We are too busy
The Knowledge Lens

Photo by AbelCine
Listen for assumptions:

They can’t...
Why can’t they just...
Isn’t it obvious to them?
Just use Common Sense!
Getting them to look through the Knowledge Lens

What question follows naturally to the risk to the organisation?
Avoiding Knowledge Concentration?

Respond at PollEv.com/deltak

- “Focus Focus Focus..Its Gone”
  4 days ago

- “Where is the cake?”
  4 days ago

- “Do you believe this is the optimal solution?”
  4 days ago

- “How do you think we can stay relevant to our customers?”
  4 days ago

- “Where are we going?”
  4 days ago

- “How do we collectively manage unknown -unknowns?”
  4 days ago

- “How can we make sure we know how to follow up after he/she leaves?”
  4 days ago

- “what do we lose if we have high turnover?”
  4 days ago

- “How much money are we going to lose?”
  4 days ago

- “How do we retain our key knowledge assets”

- “What if experienced people are gone?”
Getting them to look through the Knowledge Lens

What question follows naturally to the cost of inaction?
Reducing Compartamentalisation (Silos)

Respond at PollEv.com/deltak

“Understand their thought process and go from that angle”
4 days ago

“co-located work area without wall”
4 days ago

“OR”
4 days ago

“5-hours workday”
4 days ago

“Incentivize groups.”
4 days ago

“Collaborative not competitive”
4 days ago

“talk with lot of snacks”
4 days ago

“Is this leadership IN ACTION”
4 days ago

“how much more will it cost us if we lose them?”
4 days ago

“What is team to you?”
4 days ago

“There is always the clown who will start a Whatsapp group and leave the boss out, then start discussing what a pain the boss is”
4 days ago

“What opportunities have we lost, and why did we lose them?”
4 days ago

“How can we do better?”
4 days ago

“Wine and chat”
4 days ago

“How can we build on collective strengths”
4 days ago

“Are we curious?”
4 days ago

“Shall we chat more on how to collaborate even better?”
4 days ago

“What would we gain if everyone brought their Saturday self to work?”
4 days ago

“Are we playing defense or offense in response to disruption?”
4 days ago

“Collaborative not competitive”
4 days ago

“Ubiquitous connection”
4 days ago

Total Results: 44
Getting them to look through the Knowledge Lens

What question reveals the complexity of information expected to be remembered?
Getting them to look through the Knowledge Lens

What question links the solution to the CEO’s goals or fears?
Having to handle complex, overlapping exceptions?

5 years down the road, we would have had new and more ambitious goals, without organized, accumulated knowledge
4 days ago

Are we supporting our people to be their best?
4 days ago

What is the worst case scenario for this business? How can that happen?
4 days ago

How will that impact your company shareholders' dividend?
4 days ago

Still awake?
4 days ago

Do you trust me?
4 days ago

How does the lack of KM harm our bottomline today/How will KM help our bottomline?
4 days ago

Still asleep?
4 days ago

What will help staff be more effective?
4 days ago

What do u need to make quick decisions?
4 days ago

Is reliable service enough?
4 days ago

Let's gather more brains
4 days ago

Can we Imagine first? - Feel, sense, then act in agile manner
4 days ago

How does it impact productivity?
4 days ago

Are you scared of the dark?
4 days ago

How to make staff happy?
4 days ago

What if we lose our licence to operate?
4 days ago

Purpose?
4 days ago

Total Results: 31
How many skills did you see in the video?

Respond at PollEv.com/deltak
What did you notice about the way people worked and applied those skills in the video?

- "Processes in place" 4 days ago
- "Specialize in their area of work" 4 days ago
- "Clear segregation" 4 days ago
- "Division of labour" 4 days ago
- "Very skilled" 4 days ago
- "Practiced" 4 days ago
- "Very skilled" 4 days ago
- "Developed over time" 4 days ago
- "No automation" 4 days ago
- "Repetitive" 4 days ago
- "Standard process" 4 days ago
- "They're old" 4 days ago
- "Flow and process" 4 days ago
- "Number of people" 4 days ago
- "Very specialised and focused" 4 days ago
- "Too many processes" 4 days ago
- "Integrated" 4 days ago
- "Collaborative working" 4 days ago
- "Good coordination and collaboration" 4 days ago
- "Tedious" 4 days ago
- "Collaborative working" 4 days ago
- "Try to achieve Perfection" 4 days ago
- "Some are applicable to other industries" 4 days ago
- "Familiar and natural" 4 days ago
What question would encourage skill preservation during a cutback?

Respond at PollEv.com/deltak

“Have we done a compenancy map against our new strategy?”

“Would we be able to recruit for and deliver x, in the future?”

“How much would it cost to train somebody in that role?”
How do your teams develop skills?