

General Knowledge

What are KM examples and Best Practices?

Following are some of the examples:

1. Documentations, guides, guidelines, FAQ and tutorials

These written communications are great for storing and transferring knowledge. With text-based knowledge management, a system to store, categorize and navigate subjects is necessary.

Pros:

- Can be archived and stored easily
- Easy to share online
- Can easily combine multiple people's expertise into one packet
- Fast navigation to solutions when organized well

2. Forums, intranets and collaboration environments

These online resources spark conversation and bring many knowledge holders into the same place. Threads, subforums and groups can be divided by topic, level of expertise or any number of other classifications.

Pros:

- Collaboration drives innovation
- Many experts can be brought together into one place, no matter their location globally
- Facilitating contact with remote teams helps teamwork and knowledge transfer

Learning and development environments

Creating an environment where learning is considered an asset will drive employees to continuously educate themselves. Incentivizing them to take advantage of your knowledge management systems will result in upskilled employees who are ready to take on leadership roles in your organization.

Pros:

- Motivated employees can develop themselves at will
- Training pathways can be set out
- The structure allows for easier discovery of subjects

Case studies

These in-depth studies into particular subjects serve as complete guides to a subject. Looking at the actions taken, the results of those actions and the lessons learned can be extremely valuable and allows for lessons learned to be fully

General Knowledge

documented and archived.

Pros:

- Allow for full documentation and archiving of lessons learned
- Easily shareable
- Efficient for communicating complex information

Unique solution ID: #1002

Author: Prasad

Last update: 2020-04-20 04:59