



Objectives for this expedition into the key elements of Knowledge Sharing Transformation

Define Knowledge and Knowledge Sharing

Identify Knowledge Sharing Challenges

Discuss possible solutions

- 
- ▶ The understanding gained through;
 - ▶ Experience
 - ▶ Education
 - ▶ Analysis and Sharing

- 
- ▶ Explicit
 - ▶ Implicit/Experiential
 - ▶ Tacit




▶ Explicit -

- ▶ Information or knowledge that is set out in tangible form.
- ▶ Can be codified and transmitted by formal systematic language.



Implicit/Experiential

- ▶ Information or knowledge in intangible form that could be converted into tangible form;
 - ▶ **In people's heads including knowledge derived from experience (documentation and capturing).**
 - ▶ Best practices and skills that are transferrable from job to job are examples of implicit knowledge.

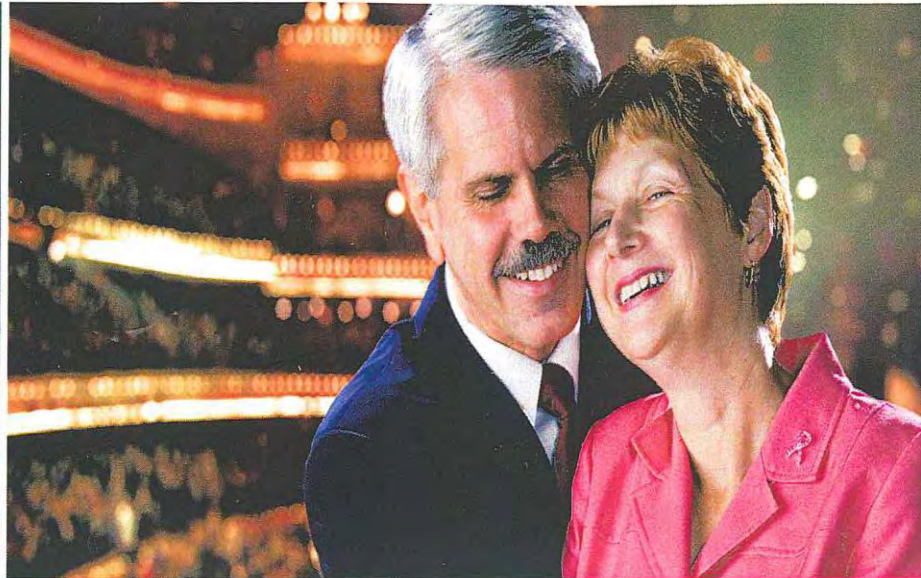
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- Usually shared through highly interactive conversations
 - Storytelling
 - Shared experiences

Somewhere, something incredible is waiting to be known-
Carl Sagan

Tacit

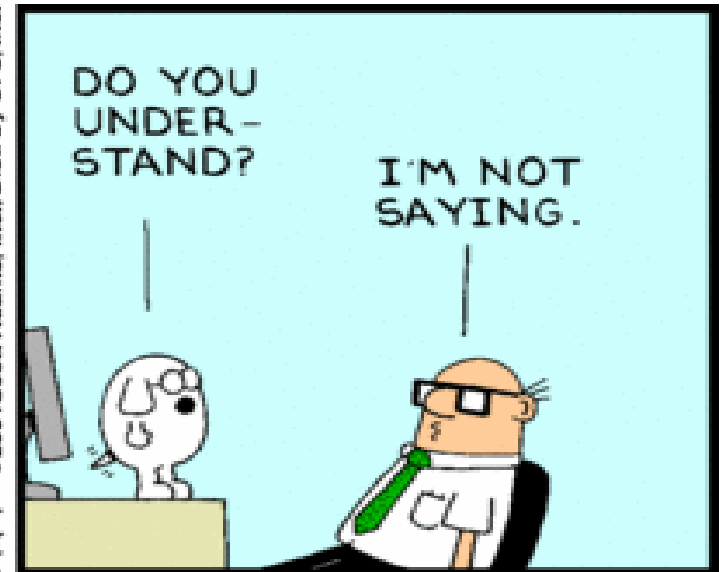
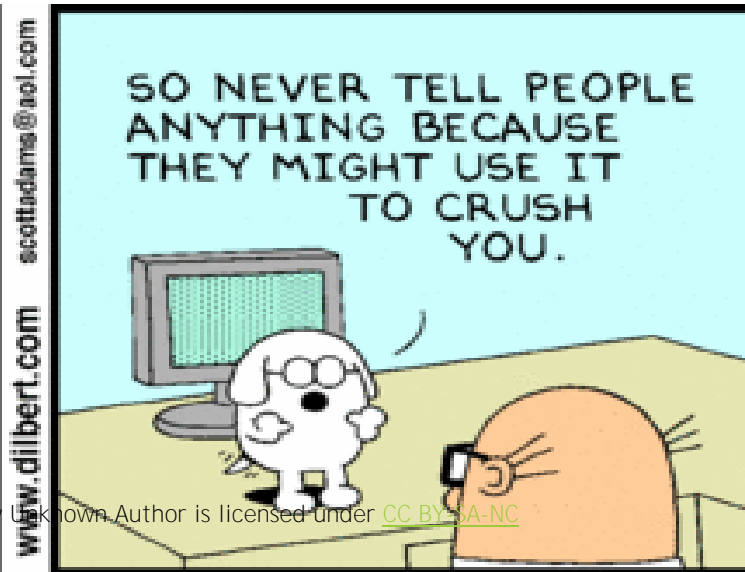
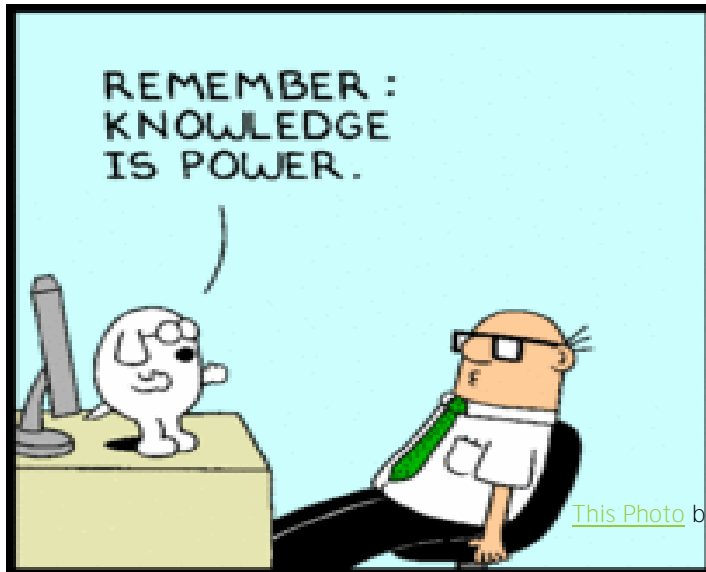
- Knowledge that resides in peoples heads
- Considered hard to express
- Developed from direct experience

Steven Winteregg's "Resolution"



Wednesday, October 10, 2007
6:30 p.m. - 9 p.m.
Schuster Performing Arts Center

Why don't we share our knowledge





Power

- ▶ Guarding information gives people the upper hand.
- ▶ Gives the owner bargaining power
- ▶ Silos - competition across the organization

Uncertainty

- ▶ Many people live in fear of being wrong.
- ▶ They would rather claim they do not have the answer than suffer the embarrassment of being wrong.

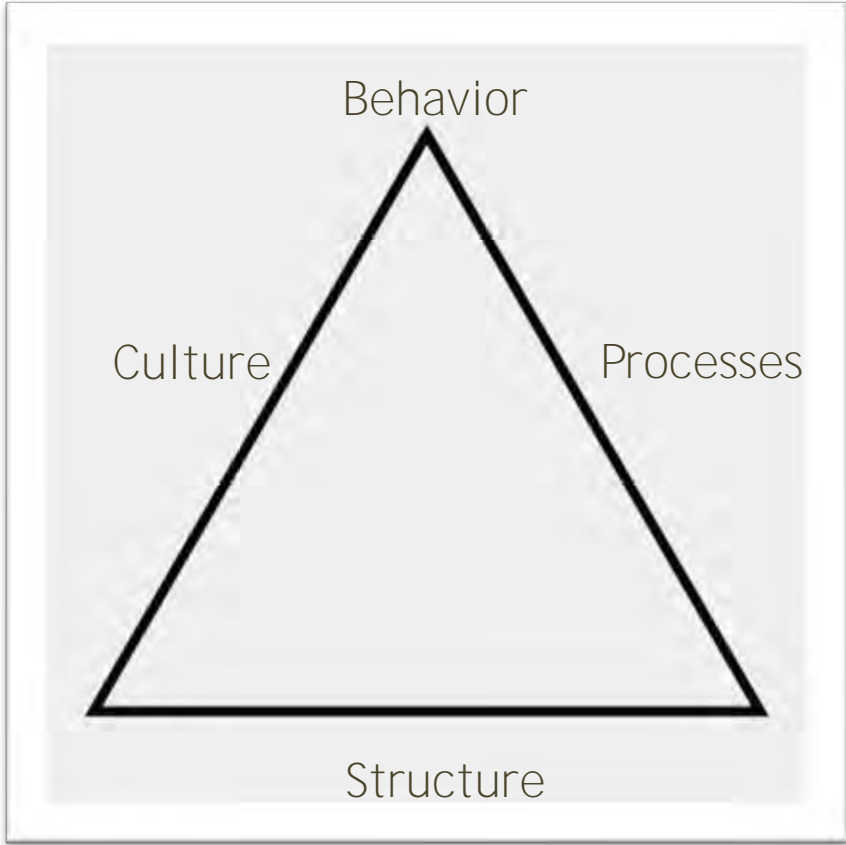


Fear

- ▶ Why do they need this information?
- ▶ How will this information be used?
- ▶ Is my job at risk?
- ▶ Some feel that the best way to maintain job security is to be the only person who knows how to perform a specific function.

Trust

- ▶ It is not a good feeling to share **information with someone you don't** trust.
- ▶ Trust is vital for information sharing.





Who Knew How
Much We Could
Learn From
Talking Toys?



What would Buzz
and Woody Say
About Sharing?

▶ Knowledge isn't meant for being put on a shelf or spending life behind glass (or staying in your head)! Sharing your knowledge sends the wisdom to ***“Infinity and Beyond!”***

How do we get others to share their knowledge?

2019

- ▶ Tip # 1- Ask open questions

- ▶ These are questions that require more than one word answers

- ▶ Tip # 2 - Use the Power of What over How

- ▶ What 2-3 things do I need to learn to be successful and help the department succeed?

Tip # 3

- ▶ **Use the “If then” question**
 - ▶ If this happens what could be the impact for our area?

Tip # 4

- ▶ **Use a powerful ‘if’ question**
 - ▶ If you had the power to change anything in your job/department what 3 things would you change and why?



Tip # 5

- ▶ Never reject people
 - ▶ Hear what they have to offer you and then redirect them.

Tip # 6

- ▶ Trust
 - ▶ Never ask a question you would not be willing to answer yourself.

Why Share our Knowledge?

So Everyone Can Know What the Best of Us Know!





THANK YOU!!

“TO INFINITY AND BEYOND!”