



From: Anita Lotta-Help

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Re: How do we know what we know?

As we grow, one of the concerns our CEO has is our ability to learn from one another. Currently, best practices learned in one region are not available to other regional managers; lessons learned in one store are lost to other store managers. What we need is some sort of knowledge sharing structure.

Your assignment is to explore strategies for developing and implementing knowledge sharing for the organization. What are the important criteria for determining an approach, what are the best practices for deciding how to get started, what should we watch out for?

You should consider everything from our communications strategies, to our reporting processes, to our compensation plans to help make this a success and then give me the plan for proceeding (this is the recommendation part).

Could you get something to me by the end of the workday in two weeks? I am looking for two to three pages at the very most. Thanks.