

Knowhow Hour: Distinguish & Align on Best Practice and Sign-off on Scenarios.

1. Mission and Value (to participants in the workshop)

Your mission as a group is to capture and codify **enterprise knowhow** — the implicit judgments, trade-offs, and unwritten rules that define our success with clients and our people.

- **The Problem:** Senior leaders' time is expensive, and enterprise knowhow is siloed, often leading to patchy delivery and client confusion.
- **The Solution:** The **Knowhow Hour** uses AI-generated scenarios as a structured tool to enable senior experts to articulate their **distinguishing judgment** - the ability to discern the critical differences between close-call options and so distinguish the organization's distinct orientation, mindset and 'ways of working'.

2. Terminology and Roles

The language is designed to maximize focus and neutralize cynicism by emphasizing accountability and professional status:

Element	Terminology	Purpose
The Workshop	The Knowhow Hour	<b>Punchy and Time-Bound (60 minutes).</b> Respects senior time and is clear about the input (knowhow).
The Participants	The Signature Team	<b>Collaborative and Accountable.</b> Implies collective ownership of output - their seal of approval.
The Core Action	Distinguishing	<b>High-Value Skill.</b> The nuanced judgment required to identify the factor(s) that separates viable options in a close-call scenario.
The Deliverable	Scenarios Sign-off	<b>Transactional and Final.</b> The required, accountable outcome that avoids endless debate.
The Output	Core Practice Rules / Unwritten Rules	<b>Actionable.</b> The language used for the codified 'nous' that gets shared through the mobile app.

3. End-to-End Process

The system works in three interlocking phases: Pre-Work, Knowhow Hour and Deployment.

Phase 1: Pre-Work (Asynchronous Scenarios Review)

The heavy lifting is done before the meeting via a sleek, mobile-first app, ensuring the **Knowhow Hour** is focused purely on high-leverage debate.

- **Scenario Intake:** The **Signature Team** speed-reads through a portfolio of 50+ AI-generated scenarios (challenging judgments, decisions, and trade-offs).

- **Vetting Action:** For each scenario, they quickly rank three plausible response and expert view pairings and select one of three categories:
  1. **Perfect Fit:** No nuance needed (The **No-Brainers**).
  2. **Needs Nuance:** Requires distinguishing judgment (The **Diamond Scenarios**).
  3. **Poor Fit:** Should be archived (The **Non-Starters**).
- **Facilitator Analysis:** The facilitator analyzes the submissions 24 hours prior to create a "**Heat Map**," prioritizing the small number of **Diamond Scenarios** that feature high-variance rankings.

Phase 2: The Knowhow Hour (60 Minutes)

The session is ruthlessly structured to capture **distinguishing insights / judgments / best practice / pitfalls to avoid** and achieve **Scenarios Sign-off**.

Time	Focus	Activity & Safeguard
0:00-0:05	Ratification Sprint	<b>Goal:</b> Build momentum and establish authority. Acknowledge and <b>Ratify</b> all <b>No-Brainers</b> (Perfect Fit) via collective poll. Triage and <b>Archive</b> all <b>Non-Starters</b> (Poor Fit).
0:05-0:55	Distinguishing Sprints	<b>Goal:</b> Codify the 4-5 <b>Diamond Scenarios</b> . The facilitator projects the two most-conflicting rankings and appoints <b>Advocates</b> from the <b>Signature Team</b> . The focus is on finding the single <b>distinguishing criteria</b> (e.g., <i>Is the client a Challenger or an Incumbent?</i> ).
0:55-1:00	Scenarios Sign-off	<b>Goal:</b> Formalize collective accountability. The facilitator projects the slide titled " <b>Scenarios Sign-off</b> " listing the final <b>Best Practice Summary</b> and <b>Take away</b> statement. The group signs-off the scenarios to go into the live app for users.

Phase 3: Deployment (Knowhow Transfer)

The output is immediately translated into the mobile scenarios app for the up-and-comings.

- **The Practice Loop:** Junior users dip into the app for 10-20 minutes, actively ranking the three plausible options for a scenario.
- **The Reveal:** After ranking, the user sees:
  - The **Expert Ranking** along with the **Expert Rationale** explaining it.
  - The **Best Practice Summary** (referencing all three individual responses / expert rationales).
  - The **Take away** (The single, memorable heuristic/rule of thumb).

4. Strategy to Neutralize Cynicism

To counter the fear that 'you're just picking our brains so you can make more of us redundant and juniorise', the entire process is framed as a **strategic imperative** to elevate (not diminish) their role.

- **Elevate the Status:** The seniors are the **Signature Team**—the *select* authorities capable of performing **distinguishing judgment** and augmenting the AI's inherent lack of full context and experiential nous. Their job is not to do the routine work, but to discern and codify the firm's strategic advantage **efficiently** and **comprehensively**.

- **Enforce Accountability:** By requiring **Scenarios Sign-off**, the seniors become the accountable **owners** of 'this bit of the secret sauce'. This prevents passive participation and turns the work into a high-stakes, high-status use of their time.