

KNOWLEDGE FORMS AND DRIVERS OF KM

KNOWLEDGE WORKER

A knowledge worker is defined in many ways such as

1. someone who carries the job duties with the help of information technology
2. workers who add to the existing list of company's products applying their knowledge
3. anyone who requires knowledge from inside and outside the organization for carrying out job duties

Roles of knowledge workers

The roles of knowledge workers are diverse. Such as

1. Top management role: chief knowledge officer
2. Middle management role: knowledge manager
3. Knowledge brokers: Knowledge navigators
4. Knowledge champions
5. knowledge synthesizers
6. Content editors
7. Content managers
8. Learning oriented roles: trainers, facilitators, coaches
9. Knowledge publishers

Chief Learning Officer at Dell

The Chief Learning Officer (CLO) has to ensure that learning happens across the entire organizational system. The CLO at Dell ensures that every employee gets training before the release of a new product. This indicates that the CLO has brought in the system of learning as part of the product development system. The e-learning program also became popular that the knowledge gained by the product development team is documented.

Duties of knowledge strategist

Knowledge strategists function as a consultant in every phase of KM consulting practice. He/ she works with the clients in designing and developing the system. The activities of the strategist include:

1. Conducting an on-site assessment of clients' need
2. Generating the recommendations
3. Developing presentation material
4. Generating client proposal
5. Assisting in selling organizational series

WEB LINK: CRITICAL KM SKILLS FOR THE FUTURE

[https://www.kmworld.com/Articles/Editorial/Features/Critical-KM-Skills-for-the-Future-\(Video\)-135349.aspx](https://www.kmworld.com/Articles/Editorial/Features/Critical-KM-Skills-for-the-Future-(Video)-135349.aspx)

WEB LINK: COMPETENCIES OF A CHIEF KNOWLEDGE OFFICER

<https://www.youtube.com/watch?v=KwP1KVDGIAQ>