

Matters of Discussion

❖ Data Collection Methods

[MTRL-6.1.2]

❖ Knowledge sharing practice

[MTRL-6.1.1]

Knowledge sharing practice

- ❖ Knowledge sharing is a learning activity such as
- ❖ observation, listening and asking questions, sharing ideas, suggesting potential solutions and adopting patterns of behavior.

Cont..

- ❖ Knowledge is a familiarity, awareness or understanding of someone or something, such as facts, information, descriptions, or skills, which is acquired through experience or education by perceiving, discovering, or learning.
- ❖ Knowledge can refer to a theoretical or practical understanding of a subject.

Personal Knowledge

- ❖ Personal knowledge means knowledge of a circumstance or fact gained through firsthand observation or experience.
- ❖ "Personal knowledge means something the witness actually saw or heard, as distinguished from what he learned from some other person or source."

Procedural Knowledge

Procedural knowledge is the type of knowledge someone has and demonstrates through the procedure of doing something.

Procedural knowledge, is the knowledge exercised in the performance of some task.

Proposition Knowledge

"To say something about a thing" is a proposition.

"To say of a thing that another thing is true of it or is false" is a proposition.

KNOWLEDGE SHARING GOAL

- ❖ The ultimate goal of KS is to distribute the right content to the right people at right time.
- ❖ Knowledge sharing depends on the habit and willingness of the knowledge worker to seek out and/or be receptive to these knowledge sources.

In practice... Learning from successes and mistakes

- ❖ using existing knowledge to improve today's performance.
- ❖ Learning how to be more successful
- ❖ creating new knowledge to improve tomorrow's performance
- ❖ Improving collaboration
- ❖ joining things up
- ❖ Having the right knowledge in the right place at the right time to make better decisions

Benefits of KS Expertise can be shared

- ❖ Turnover and job changes don't cripple the system
- ❖ Reduces Cycle time
- ❖ Reduces Costs
- ❖ More Efficient use and reuse of Knowledge assets
- ❖ Enhance functional effectiveness
- ❖ Increases value of existing products and services

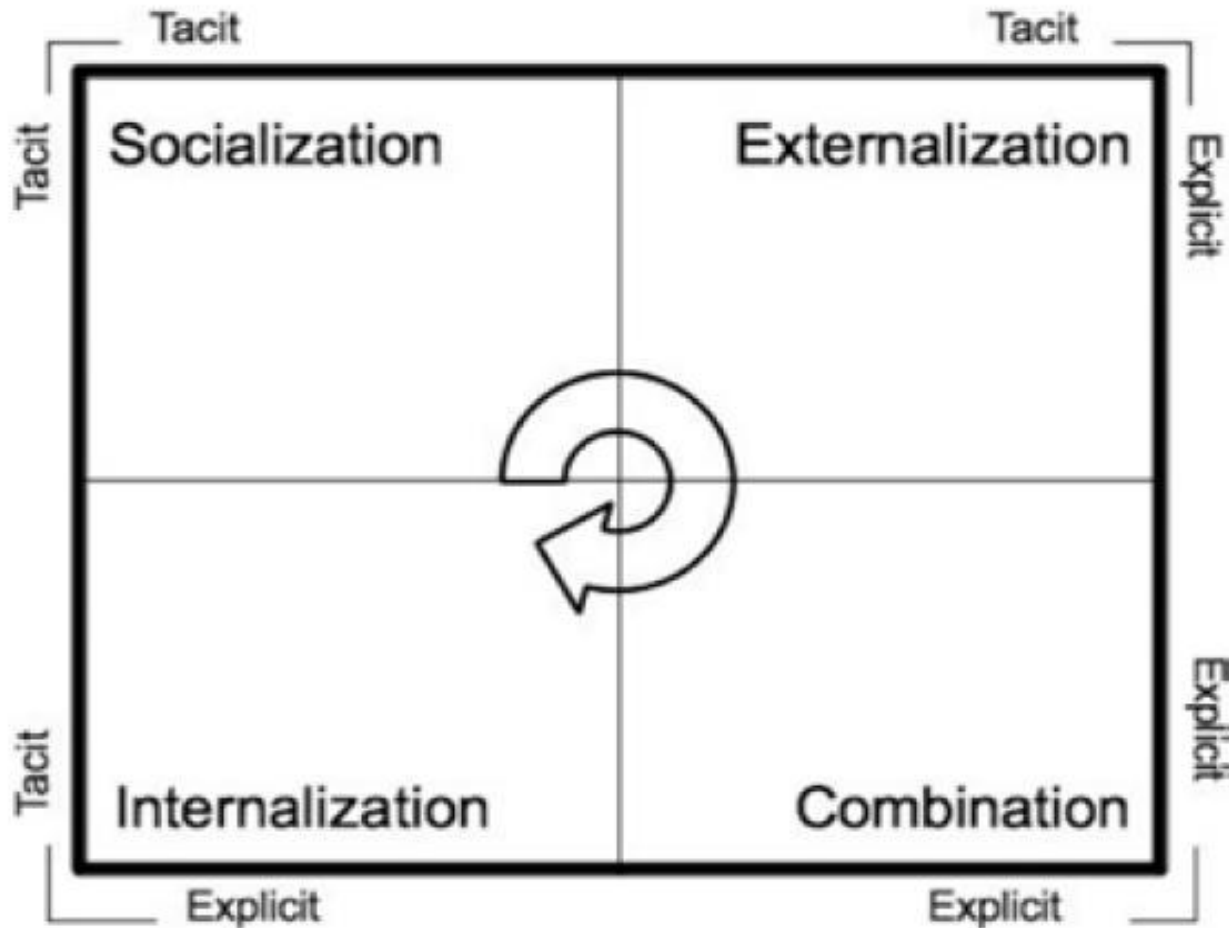
- ❖ Knowledge sharing is defined as exchange, transfer and dissemination of knowledge between and among individuals, teams, departments and organizations.
- ❖ Sharing knowledge involves formulating a problem and suggesting potential solutions, supplying justifications or stimulating events to reflect on something.
- ❖ Knowledge sharing is a learning activity such as observation, listening and asking questions, sharing ideas, suggesting potential solutions and adopting patterns of behavior.

Tacit Vs. Explicit knowledge

- ❖ Tacit knowledge is what embedded in the human mind can be expressed through ability applications and it is transferred in form of learning by doing by watching.
- ❖ Explicit knowledge is knowledge that is straightforwardly expressed and shared between people. It has been clearly documented in a tangible form such as a Standard Operating Procedure or a marketing report.

Explicit knowledge	Tacit (implicit) knowledge
Objective, rational, technical	Subjective, cognitive, experiential learning
Structured	Personal
Fixed content	Context sensitive/specific
Context independent	Dynamically created
Externalized	Internalized
Easily documented	Difficult to capture and codify
Easy to codify	Difficult to share
Easy to share	Has high value
Easily transferred/ taught/learned	Hard to document
Exists in high volumes	Hard to transfer/teach/learn
	Involves a lot of human interpretation

knowledge conversion Framework



tacit to tacit knowledge transfer

- ❖ As tacit knowledge is internal, and embedded in people, human interactions are essential for its transfer.
- ❖ So in the **socialization** process tacit knowledge in the form of experience or skills can be transferred between individuals.
- ❖ online social networks seem to be a more efficient way to transfer tacit knowledge than are individual face-to-face interactions.
- ❖ Tacit to Tacit: When skills and knowledge are shared directly from one person to another - think about how a new sales hire might learn through shadowing your company's top seller.

tacit to explicit knowledge transfer

- ❖ The process of converting Tacit-to-Explicit is called '**Externalization**', that means making internal & implicit knowledge, external & explicit.
- ❖ Tacit Knowledge can only be made explicit when it is possible to codify and express such knowledge formally, in forms associated with Explicit Knowledge.

Explicit to Explicit knowledge transfer

- ❖ Explicit to Explicit:
- ❖ When existing explicit knowledge is collected and synthesized into new knowledge.
- ❖ For example, when the finance team gathers information from each department to present the company's annual budget.

Explicit to Tacit knowledge transfer

- ❖ Explicit to Tacit:
- ❖ When new knowledge is disseminated throughout your organization, employees can begin to internalize it and use it to enhance and expand their own personal knowledge.
- ❖ For example, onboarding documents can be used to impart critical ideas and concepts that new hires can draw on to create new innovations.

QUESTIONS

- 1) Investigate any knowledge conversion Framework to explore the different models of knowledge conversion forms.
- 2) Investigate the numerous data collection techniques with an aim to accumulate data from primary data sources.
- 3) Investigate the numerous data collection techniques with an aim to accumulate data from secondary data sources.
- 4) Investigate the hazards and solutions about the knowledge sharing practices at organizational level.



Cheers For the Great Patience!
Query Please?