



SmartHR

Monthly People Management Feature

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Are you managing your Company's knowledge?

Knowledge management has developed a lot over recent years, and in many forms. It comprises of a range of strategies and practices that organisations use to identify, create, represent and distribute knowledge (insights and experiences gained by individuals or that are embedded in organisational processes or practices).

Why is knowledge management important?

Managing knowledge can help organisations improve their performance, gain a competitive advantage, manage the impacts of attrition, and continuously develop.

So...how can you manage knowledge within your Company?

You could...

- Create a culture of knowledge sharing, promoting learning and innovation;
- Establish incentives to reward knowledge sharing / knowledge management;
- Incorporate sharing knowledge with others into your performance management / appraisal process;
- Measure the value of knowledge and/or the impact of knowledge management;
- Incorporate 'knowledge management' questions into your internal employee surveys or 360 degree feedback processes - this could include identifying: whether sharing knowledge occurs within your organisation, at what level, what knowledge is shared, how knowledge is shared, preferred methods of sharing knowledge, and whether knowledge sharing is successful;

- Set up an effective induction programme for new employees – this is an ideal way to share knowledge regarding your company, its background, structure, strategy and business focus, corporate objectives, policies and company rules;
- Create structured training and development programmes for new and existing employees;
- Use 'buddies' – identify experts in different business areas that can be used as buddies to new or existing staff to improve their knowledge and skills;
- Create a more formal mentoring programme – linked to succession planning needs;
- Encourage employees who have attended training courses to present feedback to colleagues on the knowledge they have gained;
- Hold regular, effective meetings to provide team / department / business updates;
- Use 'lunch n learn' meetings to provide short, focused knowledge sharing sessions;
- Create discussion forums;
- Establish a company intranet;
- Consider using appropriate social media;
- Set up a corporate library;
- Create internal process guides / manuals to assist with training and development;
- Establish a knowledge database to record regular questions received from employees and/or customers, and answers;
- Create 'frequently asked questions' documents to support company / internal policies and procedures;
- Establish performance improvement / quality control meetings – e.g. to review customer complaints, accidents, health and safety issues - and provide staff updates on corrective actions taken, process changes etc.;
- Create opportunities for job rotation, cross-department projects or secondments;
- Consider if an apprentice programme would be beneficial for your organisation;
- Ensure that future known leavers such as retirements and internal transfers are managed well and that knowledge transfers to others in a structured way well in advance of the employee's departure from the company.

HR can play a key part in designing knowledge management processes and helping your organisation to implement a range of ways to manage and share knowledge, including facilitating the transfer of knowledge to others, obtaining feedback on knowledge management, and evaluating that knowledge is being shared and transferred to others as planned.

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