

# Conference 2015

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# How to add value to your organisation as a knowledge facilitator

A masterclass for CILIP Conference  
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# Our experience in KM

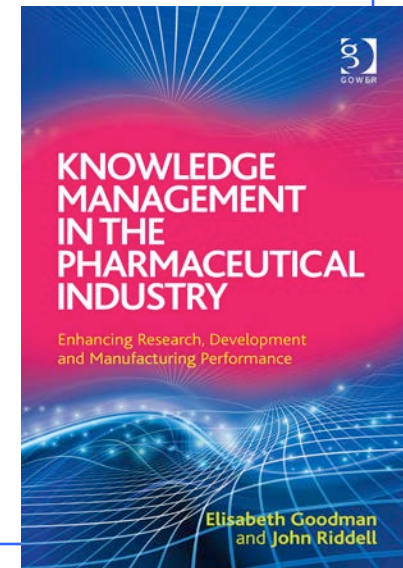
## Led, developed, maintained:

- KM programmes in Pharma
- Communities of Practice
- Learning methodologies in operational & project teams
- KM-related IT and collaborative working projects (e.g. with SharePoint)
- NetIKX' s events programme 2009-2012
- A KM 'surgery' column for Aslib



## We also:

- Provide training and consulting on KM & other capabilities for organisations, teams and individuals
- Published a KM book with Gower





# Agenda for today

1. What role(s) do you have as a knowledge facilitator?
2. What are the organisational and personal benefits?
3. A framework for knowledge facilitation
4. Some case studies
5. A 'how to' list?



# 1. What role(s) do you have?

- Do you *provide* or *manage* information and/or knowledge for one or more of the following:
  - Committees
  - Project teams
  - Working groups
- If none of the above, do you have some other role involving 'facilitation' of knowledge?





## 2. Organisational and personal benefits of being a knowledge facilitator

### Organisational

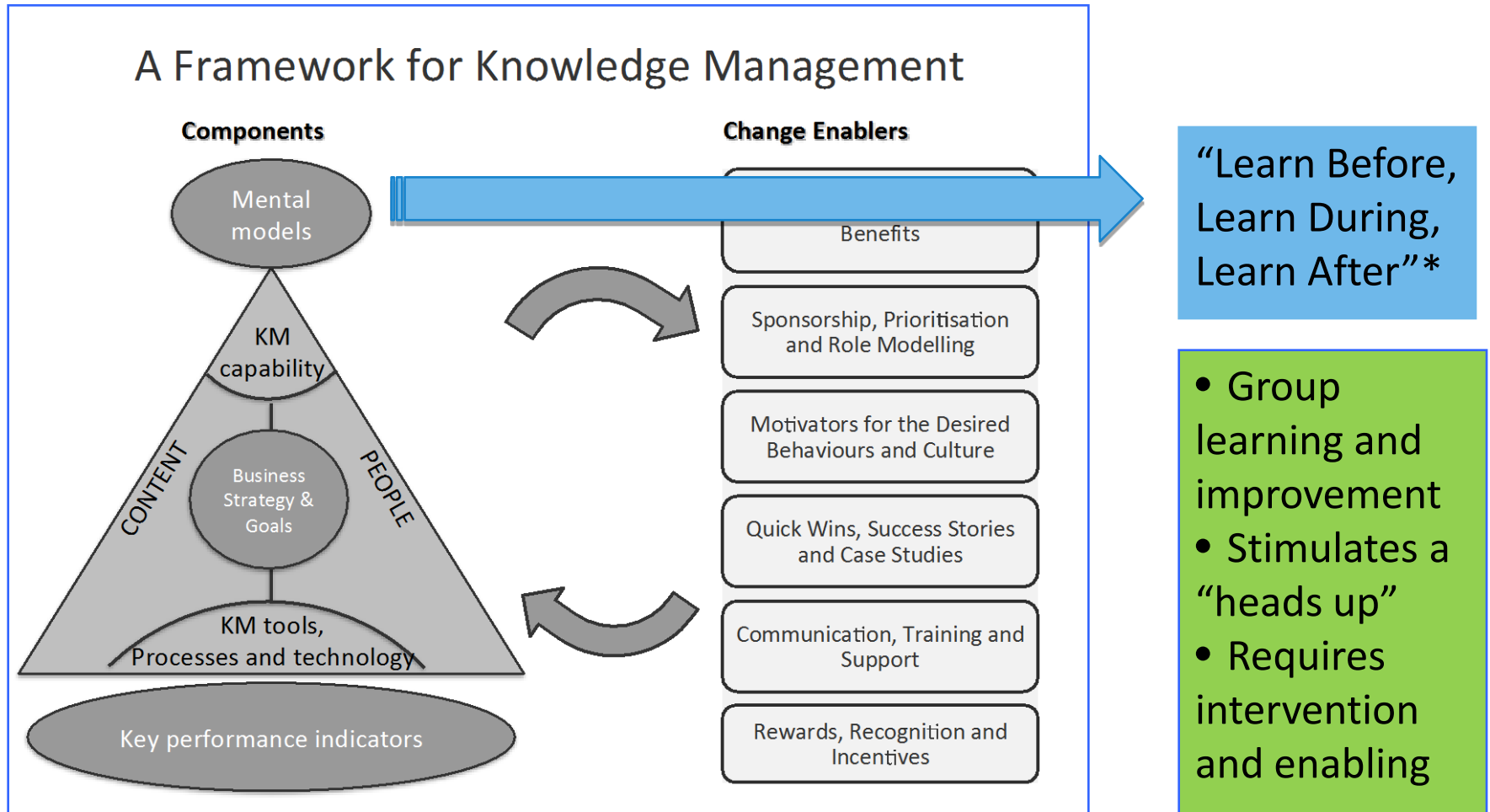
- Achieving strategic goals
- Complying with legal, regulatory, health & safety requirements
- Competitive edge
- Improved decision making
- Innovation and continuous improvement

### Personal

- Kudos and credibility
- Making an impact / being involved
- Ongoing learning and development
- Expanded personal network
- Personal satisfaction

**BENEFITS**

# 3. An approach to knowledge facilitation



Goodman and Riddell, Knowledge Management in the Pharmaceutical Industry

\*Collison and Parcell, Learning to Fly



# Facilitation Role

<b>Step</b>	<b>Learning Activity</b>	<b>Facilitation</b>
Learn Before	Accessing existing (documented knowledge and information). Input from experts / past experience.	Search tools and techniques. Knowledge Transfer
Learn During	Engagement and collaboration beyond core group. Continuous Learning	Connecting  After Action Review
Learn After	Lessons Learned (and transfer to existing & future activities)	Learning Review





# 4. Case studies (1 of 3)

## Business account manager

1. Aligned with business goals
2. Specialist subject knowledge
3. Proactive / reactive supply & management of information & knowledge
4. Team and one-to-one working relationships



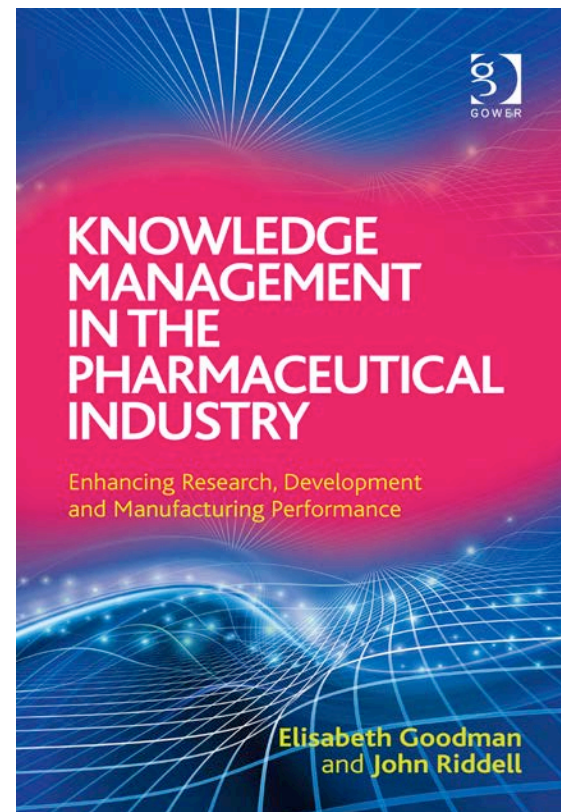
N.B.  
Learning before, during and after  
Connecting people



# 4. Case studies (2 of 3)

## Collaboration / alliance project manager

1. Defines / facilitates business goals
2. Content and process expertise
3. Develops / manages the plan & associated information & knowledge
4. Stakeholder management key aspect of remit





# 4. Case studies continued (3 of 3)

## Community of Practice Collaboration / Resource area (SharePoint)

1. Shift personal knowledge to organisational knowledge
2. Influencing skills
3. Proactive / reactive supply of information & knowledge, stimulating ownership & self-use
4. Very active initially, transitioning to supporting role





## 5. A 'how to' list?

1. Focus on team/group goals and purpose
2. Identify how better use of knowledge and information can support that
3. Use the following to enable:
  - Tools
  - Processes
  - Behaviours / Ways of Working
4. Develop (and implement) the change plan to make it happen



# Thank you!

- Any final questions / comments?

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**Register your interest**

<http://bit.ly/CILIPConf16>