

Knowledge Management



KM

in a *Unity of Effort*™

Framework

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Unity of Effort Knowledge Management

AGENDA

- **About Unity of Effort**
- **Knowledge Management in a Unity of Effort framework**
- **Knowledge Management responsibilities in a Unity of Effort framework.**
- **The Knowledge Management RIDE**
- **Core practices for Unity of Effort Knowledge Management**
- **Knowledge Management in a Positive Direction**

Unity of Effort VISION MODEL



Unity of Effort VISION MODEL

**Front line performance,
delivery & KM supported by:**

**A Smooth Operating
System – *Smooth OpS***

Leadership

Administration

Training and Development

Maintenance

Custodial

Data Systems/Technology

Transportation

Knowledge Management

Quality

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Unity of Effort

Core Questions

- **What is the impact on front line performance and delivery?**
- ***Get the Answer!***
- **What support does the front line need for successful performance and delivery?**
- ***Get the Answer!***

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Knowledge Management

Core Actions

- **What is the impact on front line performance and delivery?**
- ***USE the Answers!***
- **What support does the front line need for successful performance and delivery?**
- ***USE the Answers!***

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Unity of Effort

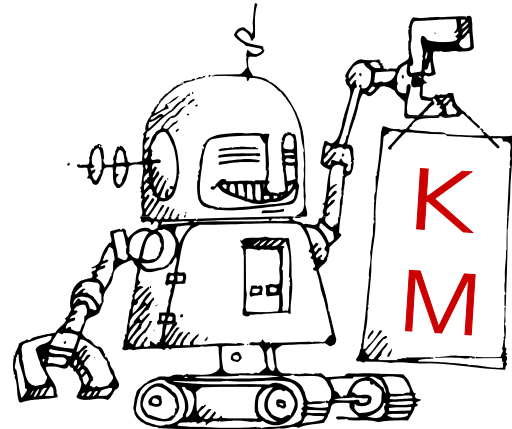
Knowledge Management Responsibilities

- **Front line knowledge management for:**
 - **Accurate delivery**
 - **Successful delivery**
- **SmoothOpS knowledge management for:**
 - **Supporting front line performance**
 - **Supporting front line delivery**

The customer is the reason why!

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Organizational Knowledge Management RIDE



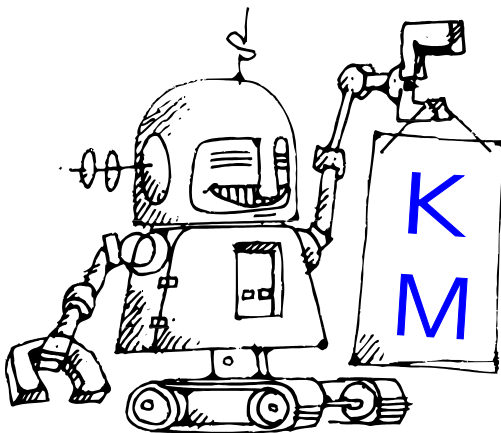
- **R**eception of Knowledge
- **I**nterpretation of Knowledge
- **D**istribution of Knowledge
- **E**xecution of Knowledge

*Always Consider the 'reason why' and
the impact on front line performance
and delivery!!*

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Core Practices for Unity of Effort Knowledge Management

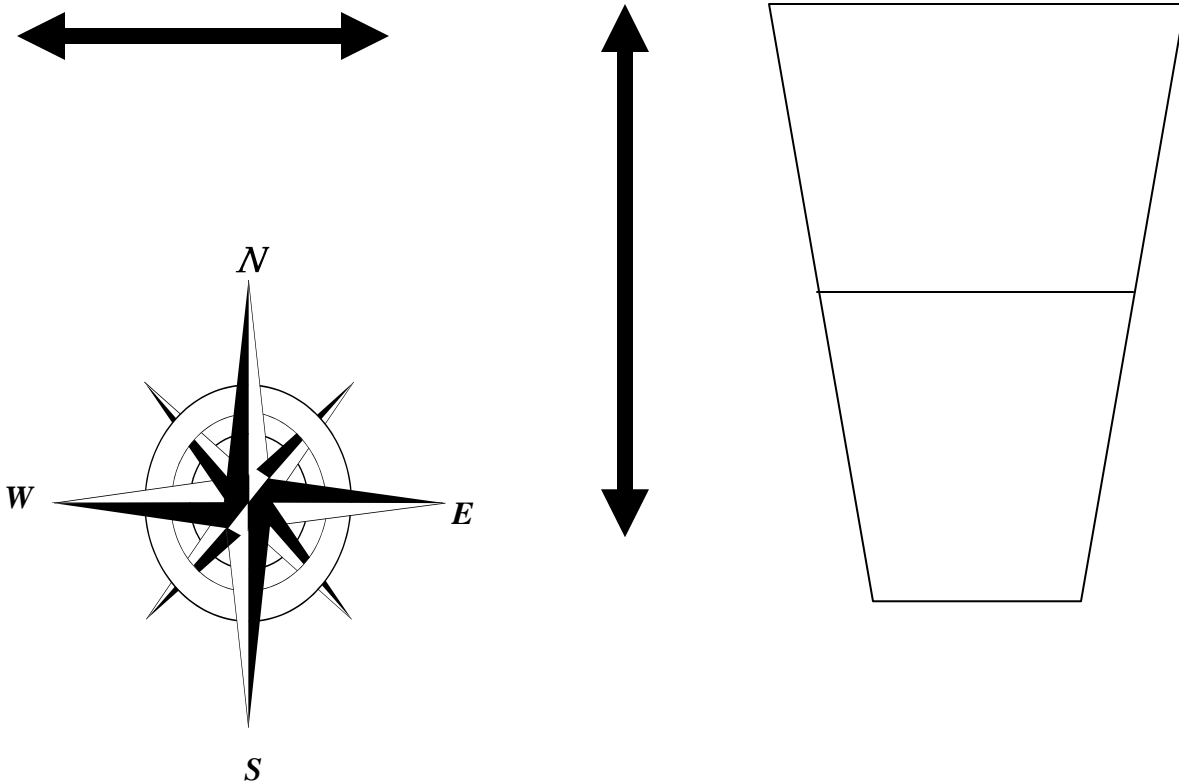
- **Concentrate** organizational knowledge on supporting front line performance and delivery
- **Focus** organizational knowledge on:



the customer

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**Which way is
POSITIVE
DIRECTION??**
Half Full/Half Empty?
Forward/Reverse?
Up/Down?



What is Positive Direction?

- **The direction of the:**
 - **Results**
 - **Achievements**
 - **Successes**
 - **Objectives**
 - **Accomplishments**
 - **Goals**
- **That you want**

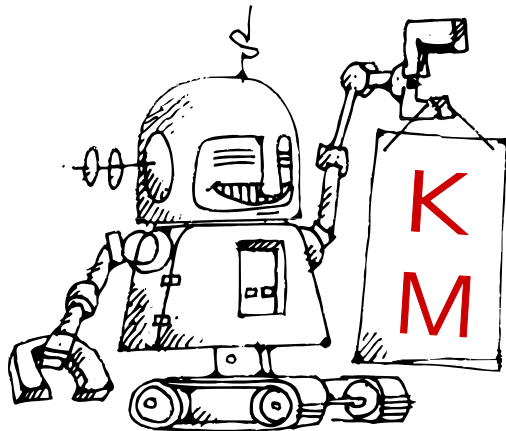
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CONSISTENT POSITIVE DIRECTION

Creating and Managing **REALITY**

- **Current Reality (compelling)**
- **Required/Desired Reality (necessary)**
- **2 Parts to Reality**

Direct organizational knowledge
toward the **Required/Desired Reality**



- **PC Upgrade**
- **Start Options**

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CONSISTENT POSITIVE DIRECTION

START OPTIONS

- **What needs to START?**
- **What needs to be in place?**
- **What should be happening?**
- **What can be done?**
- **What improvement needs to be made?**
- **New Territory...**
- **The Direction of Knowledge**