
Overview

Knowledge is created in various ways: through an individual's education, experience and interaction with others. This standard is about the processes and approaches that facilitate and enable appropriate and valuable knowledge to be developed and captured for the benefit of the organisation and other individuals. It covers techniques for debriefing individuals and groups, and processes for recording 'lessons learnt'.

This standard is applicable to people in management and practitioner roles responsible for the development and implementation of processes to enable the capture of knowledge and lessons learnt from experience.

Performance criteria

You must be able to:

- P1 identify where critical knowledge is being created and developed
- P2 determine where the organisation is at greatest risk from not developing or capturing knowledge so that it can be re-used
- P3 identify the processes and techniques for knowledge development and capture and select those that will work best in your organisation and which can be used as part of day to day work
- P4 make the business case for employing knowledge development and capture processes and techniques and the priority areas for their use
- P5 establish processes to capture the routine knowledge developed by individuals in the course of their work
- P6 establish processes to enable the knowledge acquired through group activities and projects, e.g. after action reviews, to be captured
- P7 establish processes to build knowledge capture into the organisation's business processes so that knowledge capture is an ongoing activity
- P8 establish tools for recording knowledge (turning knowledge into information), e.g. supporting the recording of stories and evidence, journalistic and writing skills, provision of templates and guidelines, harvesting toolkits, etc.
- P9 ensure that the records management issues associated with knowledge capture are addressed in capture processes
- P10 capture and communicate the benefits of knowledge capture and transfer processes
- P11 support and facilitate knowledge capture processes as applicable to the situation and context
- P12 provide training in knowledge capture processes
- P13 monitor the effectiveness of and the benefit from the use of knowledge capture processes

Knowledge and understanding

You need to know and understand:

- K1 the principles and practices of knowledge management (KM)
- K2 current approaches, techniques and good practice to developing and capturing knowledge
- K3 how to work with individuals and groups to capture knowledge
- K4 the context in which your organisation needs to capture and re-use knowledge
- K5 how people in your organisation currently capture and value knowledge and its re-use
- K6 the barriers and enablers to knowledge capture
- K7 the implications of knowledge capture for records management

Additional Information

Behaviours

1. You champion the identification and capture of knowledge in the course of day to day work
2. You recognise and acknowledge the interdependence of knowledge and an individual's sense of their value
3. You are selective and prioritise knowledge capture targets
4. You are sensitive when knowledge needs to be captured from staff leaving the organisation

Links to other NOS

This standard links with:

HI10 – Capture, organise and disseminate information and knowledge

in the NOS for Health Informatics, developed by Skills for Health. See www.skillsforhealth.org

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Facilitate knowledge capture

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