



## Knowledge Management

Knowledge management refers to the strategies, processes, systems, and culture within an organization for effectively creating, capturing, organizing, accessing, applying, and repurposing knowledge.

### Key knowledge management activities include:

- Codifying procedures and documenting processes to transfer implicit knowledge into explicit formats that are easily transferable.
- Building searchable knowledge bases and FAQ repositories so people can find answers to recurring questions.
- Facilitating communities of practice for employee networking, best practice sharing, and mentoring.
- Rolling out collaboration platforms and tools to support seamless knowledge transfer.
- Incentivizing employees to document and share their knowledge through rewards and recognition programs.
- Regularly auditing content to ensure it remains relevant and identify any gaps.
- Using analytics to provide insights into knowledge usage and effectiveness.
- Preserving critical knowledge of departing experts through succession planning and exit interviews.
- Promoting knowledge-sharing behaviors through leadership messaging and role modeling.

Effective knowledge management breaks down silos, reduces redundant efforts, fills skill gaps, and builds organizational learning capabilities. This leads to smarter business decisions, informed responses to marketplace shifts, and talent retention. A key enabler of successful knowledge management is an open culture that values sharing.