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Mixed Corner**EDITORIAL**

You are invited to join us at the **SKMF Spring Event on June 30, 2011: Putting Knowledge Management into Practice – Creating a KM Toolbox** to unite and exchange best practices in sharing knowledge throughout organisations.

→ [agenda/registration](#)

The new edge in developing tomorrow's responsible management practices will be in developing simple and responsible knowledge sharing practices.

Knowledge is no longer seen as something that is embedded in the tools we use, but back to where it was, and should have been, in our minds and bodies. Knowledge flows when people have the opportunity to connect. Connecting might then mean that we are developing networks of people and knowledge ([Leistner 2010](#)). With social web tools, we are continuously challenged to be "on top of it". These tools bring opportunities and risks. To understand the risks, we learn about the tools so as to use them well. Whether they be [blogs](#), wikis or organisational Facebooks, they remain tools. In learning to manage them, we can learn how to create the networks we rely on. O'Dell and Hubert who have worked with the APQC say "KM is increasingly focussed on connecting people and less so on collecting and managing content" ([O'Dell & Huber 2011](#)). People who know "how" to use social tools connect with others and find the information they need quickly. Davenport indicates "knowledge workers haven't been trained in search or knowledge management and have an incomplete understanding of how to use data sources and analytical tools (Senge 1990). Time is needed to learn and learning is not simply in our minds."

Links

[Frank Leistner \(2010\) – Mastering Organizational Knowledge Flow](#)

[blogs](#)

[O'Dell & Huber 2011 \(p83\)](#)

[Peter Senge \(The Fifth Discipline, Amazon\)](#)

In *Creating the Learning Organization* Senge tells us that the Japanese believe "you learn when you know it in your body – literally". Learning is 'knowing' how to ride our bicycle. Learning is knowing how to continuously use the knowledge that is in our minds and bodies and sharing it with others openly. Dewey says, "All learning is a continual process of discovering insights, inventing new possibilities for action, producing the actions, and observing the consequences leading to insights"(McKinsey Quarterly).

In creating a knowledge management toolbox for tomorrow's organizations we should consider the knowledge and insights we have acquired as individuals and organizations. In mastering our own disciplines, individual or organizational, we can relate Senge's point that these "foster the personal motivation to continually learn how our actions affect our world. ... A learning organization is a place where people are continually discovering how they create their reality. And how they can change it." The challenge ahead of us is in keeping it simple. Developing sustainable knowledge sharing practices might simply be about renewing the old and creating networks.

This issue of the newsletter summarises past events including roundtables and prize winners. We look forward to seeing you at our future events, some of which you will find listed at the end.

Véronique Sikora and Gil Regev, SKMF Board-Members

VERANSTALTUNGEN

SKMF Fall Event – Berne

What do Communities of Practice, storytelling and social networking have in common?

They were part of the many workshops offered at the SKMF/Savoir fall event “Knowledge Management in Action - Wenn Kompetenzen gehen – Kompetent bleiben.”

Offering a mix of practical workshops by practitioners, the symposium was an opportunity to discover, network and learn what others are doing in today's organisations to help them grow. One example was ensuring that we retain our knowledge and that we not let it walk out the door.

Manuel Flury's seminar, “The Crossroads of knowledge” discussed the importance of linking the young and the old, the new and the experienced, to ensure that organisations retain their know-what, how or why – their competences.

Thank you to all the presenters and participants for their wonderful input.



Link

[Event-Documentation](#)

There are also movies and audio-files available for members and participants of the event.

Highlights from the Roundtables in Lausanne and Zürich

The Roundtables in Lausanne have been about KM Processes in Virtual Teams, Web Social Tagging and using Mind Maps for knowledge management.

Participants have come from Zürich, St. Gallen, Fribourg or Geneva; sometimes there is little to keep them away, not even a snowstorm. They come, as do our presenters, for the opportunity to be involved in developing and sharing practices for their daily routines.

In September we created collective mindmaps with the help of Pierre Cattin.

In December, we were immersed in using virtual methods as we brought Vittorio Mischi in from London through Skype to talk about Web Social Tagging. It was a live experience in knowledge-sharing.

Finally, in March, Dr. Deasún Ó Conchúir shared his experience on working in Virtual Teams.

The beauty of these events is in learning, sharing and developing networks.



Links

You can access all the Lausanne Roundtable summaries at the following address:

<http://lams.epfl.ch/conference/round-table>

Highlights des SKMF Roundtable im Valuelab an der ETH Zürich

Am 18. Februar ist eine Gruppe von etwa 20 SKMF-Interessierten von Remo Burkhard im Valuelab des Instituts für Informationsarchitektur am Höggerberg begrüsst worden. Valuelab wurde von einer Stiftung finanziert und repräsentiert beispielhaft eine moderne virtuelle Arbeitsumgebung und zugleich einen Doppel-Vorlesungssaal. Doppel deswegen, weil sich eine Kopie davon in Singapur befindet und man räumlich getrennt aber gleichzeitig zusammenarbeiten kann.

Im Value lab finden wir drei grosse Wanddisplays, drei horizontale Bildschirme mit Multi-touch technologie und mehrere Beamer. Die Technologie dient zur schnellen Erarbeitung von komplexen Fragestellungen, bei denen gleichzeitig mehrere Dimensionen berücksichtigt werden sollen.

Drei Gruppen haben dann mit der neuartigen Multi-Touch App beispielhafte Fragestellungen bearbeitet. So wurde z.B. die Risikoeinschätzung einer Versicherung durchgespielt. Die visuelle Art der Zusammenarbeit führte unter den Teilnehmenden zu einer neuen Form der Diskussion. Die Komplexität des



Link

[Value Lab \[ETH Zürich\]](#)

May 2011

Themas wird reduziert und so wird mehr Klarheit und Konsistenz in die Diskussion gebracht.

Während der Arbeit fällt man direkt Entscheidungen für Massnahmen, die in einem Protokoll gleichzeitig festgehalten werden.

Am Schluss der Roundtable waren alle von den neuen Möglichkeiten begeistert und diskutierten die möglichen Einsatzgebiete.

Next Roundtables @ the SKMF

June 23, 2011 – Lausanne

Resolving ethical dilemmas to foster innovation.
Location: Business School Lausanne at 18h00.
Refreshments will be served as of 17h30.

September – in Lausanne

We will discuss knowledge flows with Frank Leistner author of Knowledge Flow Management.

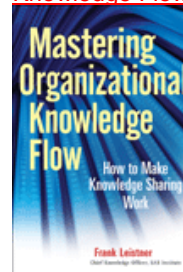
In the Fall – in Basel

The theme of the next Roundtable will be Virtual Teams.

Links

[Roundtable dates](#)
[Business School Lausanne](#)

[Frank Leistner \(2010\) –
Mastering Organizational
Knowledge Flow](#)



Fall Event on November 22, 2011

We are happy to announce that our Fall Event is in the making.

Knowledge perspectives in Project Management

Keynotes, interactive sessions resulting in complementing the **KM Toolbox** developed at the Spring Event in Zug.

KOOPERATIONEN

proWM 2010 – Preis für professionelles Wissensmanagement

Erstmalig wurde dieser Preis anlässlich der 6. Konferenz für Professionelles Wissensmanagement in Innsbruck, gemeinsam von der deutschen Gesellschaft für Wissensmanagement, der österreichischen Plattform Wissensmanagement und vom schweizerischen Swiss Knowledge Management Forum verliehen.

Er soll beispielhafte Umsetzungen von Wissensmanagement-Lösungen im deutschsprachigen Raum auszeichnen und fördern. Die Jury besteht aus Vertretern der drei Wissensmanagement-Fachorganisationen sowie Wissenschaftlern aus den drei Ländern.

Die Auszeichnung richtet sich an Einzelpersonen, Organisationen und Wissensmanagement-Initiativen, die durch Wissensmanagement den Erfolg ihrer Organisationen gesteigert und ihre Zukunftsfähigkeit gesichert haben.

Der proWM Preis wird das nächste Mal im 2012 ausgeschrieben und an der WM2013 in Passau verliehen.



Link

[Pro WM – Preis für
professionelles
Wissensmanagement](#)

Raiffeisen Informatik proWM award winner – A summary of the KM initiative

The KM initiative “Knowledge on the move” of Raiffeisen-Informatik in Vienna (RIT) came to life when the company changed its general business strategy. RIT is active in 27 countries with more than 100 affiliates. The 2800 collaborators generate € 1’300 million in annual turnover.

In 2003, RIT decided to go beyond the banking industry into the open IT market. This meant accommodating the many new collaborators, controlling the complex value generating processes and acquiring and distributing knowledge about new customers, industries and markets. Doing this efficiently and quickly was considered a key success factor.

The initiative was started by a strategy workshop with the executive board. A cross-functional knowledge group was established to continue the strategy process and identify the necessary measures.

The “Knowledge on the move” initiative consisted of orchestrated activities in seven areas:

Organizing an internal fair to discuss best practices in various fields, enhancing a knowledge sharing culture
Establishing a series of communities of practice, focusing e.g. on project office activities.
Creating an organizational competencies map and linking it with collaborators’ personal information
Realising a concept for a workplace of the future and improving collaboration within RIT
Establishing an incentive and motivation program for the executives leading to an improved integration of existing knowledge into running projects
Developing a personal capacity expansion program for collaborators and linking them with innovative new projects and activities.
Continuing supervision and support by the knowledge group

This integrative approach to knowledge management was the main reason for the nomination of Raiffeisen-Informatik for the proWM award. The future goals of the RIT initiative are focused on information visualization, eLearning, and expansion of the scope of contribution to knowledge fairs. Their main goal is to firmly integrate knowledge management into business processes; to anchor knowledge management into all daily activities.

The business success of Raiffeisen-Informatik is an excellent example of how knowledge management can become a strategic key success factor.

MIXED CORNER

Fun and interesting links for you to enjoy

Father Guido Sarducci’s Five Minute University

Kahn Academy – Watch.
Practice. Learn almost anything for free. Or visit Salman Khan talk at TED 2011 (from ted.com)

RSA Animate
Ken Robinson’s Changing Education Paradigms – Sir Ken Robinson is an “education and creativity expert” and recipient of the RSA’s Benjamin Franklin award.

Links

[Father Guido Sarducci’s Five Minute University](#)

[Kahn Academy](#)

[Salman Khan talk at TED 2011](#)

[Ken Robinson’s Changing Education Paradigms](#)