

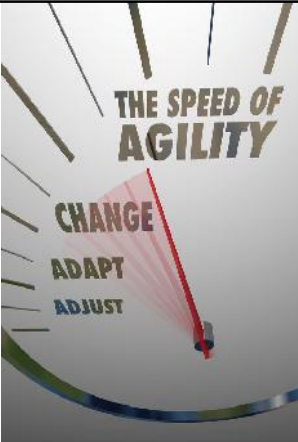
Agile Knowledge Management (KM^{Agile})

Global Knowledge Management Conference
23 June 2016

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Challenges in Making the KM Business Case

- Business/Operational Environment (BOE)
- Operational Tempo (Op Tempo)
- Behavior change
- Knowledge use and flow
- Tangible impact to performance
- Doing more with less
- Leadership attention and expectations
- WIIFM?

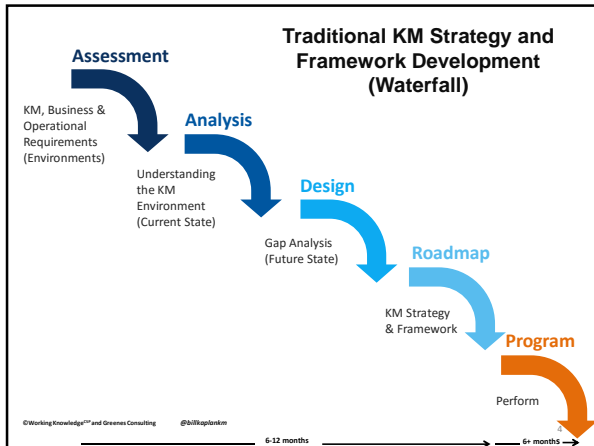
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EVERYDAY BREAKTHROUGHS → **Making KM "Stick"**

Business Case		#1 Learning
Build KM Strategy and Capability While Delivering Measurable Results Quickly	→	Results Change Behavior

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KMAgile

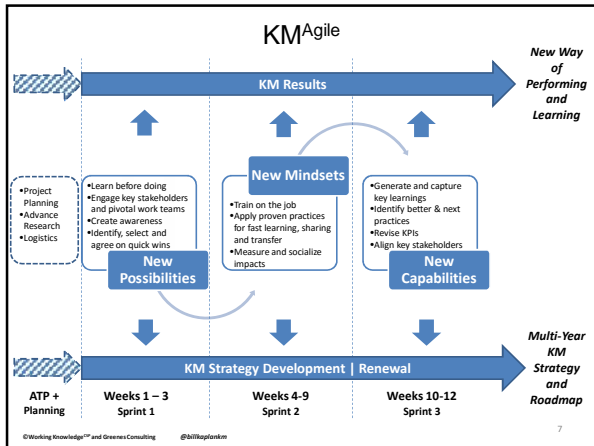
- Plan, develop, and execute an organizational KM framework through the rapid use of carefully selected pilot projects focused on delivering the *highest business value in the shortest time*
- *Rapidly and repeatedly evaluate practically applied KM concepts, strategies, and implementing practices in real time*
- Continuously refine a context relevant KM strategy and operating framework as the pilot's progress
- 12 weeks
- KM Strategy should be part of Business Strategy

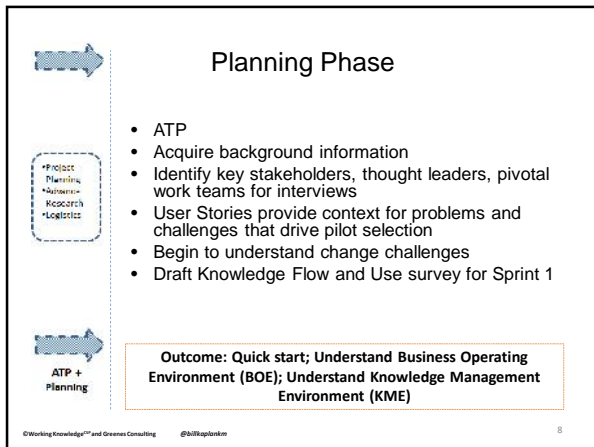
©Working Knowledge™ and Greenes Consulting @billkaplankm : Rapid results, high value, shortest time

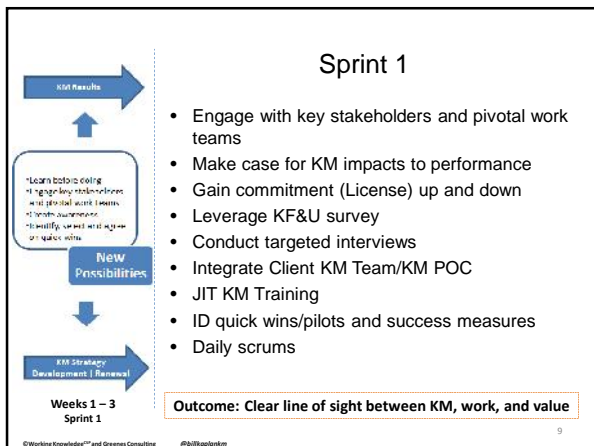
KMAgile Principles

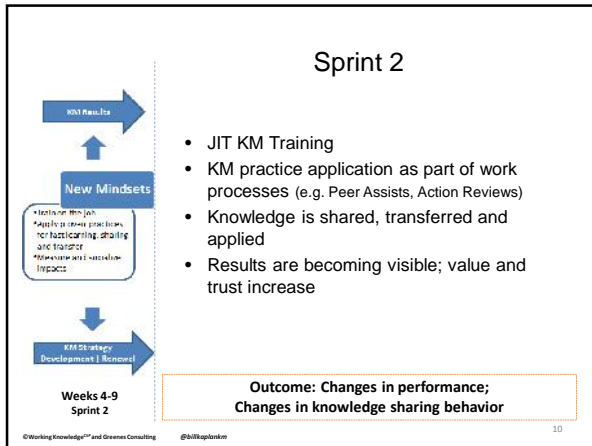
- Satisfy the client through early delivery of a sustainable KM Framework
- Welcome changing requirements at any time
- Co-delivery of the KM project
- Build the KM framework around early adapter organizations
- The primary measure of progress is the ability to quickly leverage knowledge to solve business or operational challenges
- Continuous attention to culture and workforce dynamics enhances sustainable KM framework success
- Simplicity is essential
- Technology is an enabler, never the solution
- Reflect regularly and adjust team behavior and execution accordingly

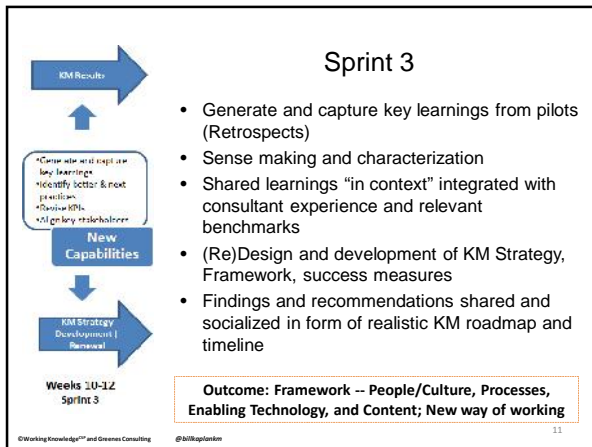
©Working Knowledge™ and Greenes Consulting @billkaplankm : Early, adaptable, part of work processes, keep it simple

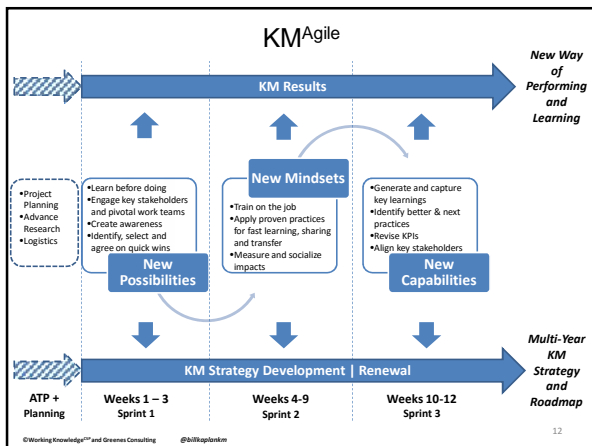














KMAgile Tradeoffs

- People and practices over strategy in a vacuum
- Performing and learning over high-level processes and tools
- Collaboration over traditional consulting
- Responding and adapting to change over a perfect plan

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KMAgile Advice

- The organization sets the priorities based on culture, workforce dynamics, and the business or operational problem to be addressed where leveraging knowledge will have a measurable difference in business performance or mission outcome.
- KM consultants work side-by-side with the organization's KM practitioners to determine the most effective way to deliver the highest value business outcomes through the evolving KM framework in the shortest amount of time.
- Tie KM strategy to operational needs and op tempo
- Results change mindsets and behaviors

**MEET PEOPLE
WHERE THEY
ARE, NOT
WHERE YOU
WOULD LIKE
THEM TO BE**

@billkaplankm : Results change mindsets and behavior

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KMAgile Advice



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