

## Knowledge Management and Onboarding

Effective onboarding is an essential element of organizational success. A well-executed onboarding program provides new hires with the necessary knowledge, skills, and tools to integrate successfully into their roles and contribute to the organization's overall mission. However, effective onboarding goes beyond simply providing information about the organization, its culture, and its processes. Organizations need to utilize their knowledge management programs, which involves identifying, capturing, and sharing information critical to an organization's success, to support their onboarding efforts.



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Knowledge management is the process of creating, sharing, using, and managing the knowledge and information of an organization. This includes data, documents, policies, procedures, best practices, and expertise. Effective knowledge management ensures that organizational knowledge is captured, shared, and utilized to improve business operations, decision-making, and innovation.<sup>1</sup>

The role of knowledge management in onboarding cannot be overstated. New hires need access to critical information and resources to understand their roles, responsibilities, and expectations. Without effective knowledge management, onboarding becomes a disjointed process, leading to confusion, frustration, and decreased productivity.

Effective knowledge management in onboarding involves several key elements:

Identify Critical Information: Integrating effective knowledge management in the onboarding process involves identifying critical information that new hires need to know. This includes organizational policies, procedures, best practices, and culture.

Capture Knowledge: Once critical information is identified, it must be captured and organized in a way that is easily accessible to new hires. This includes creating documentation, training materials, and other resources.

Share Knowledge: New hires need access to the knowledge captured during onboarding. This includes providing access to documents, training materials, and other resources through a centralized platform.

Utilize Knowledge: Knowledge management is not a one-time event. Organizations must continually use knowledge management to review and update their onboarding processes to ensure that information is accurate and up to date.

Effective knowledge management in onboarding leads to several benefits for organizations, including:

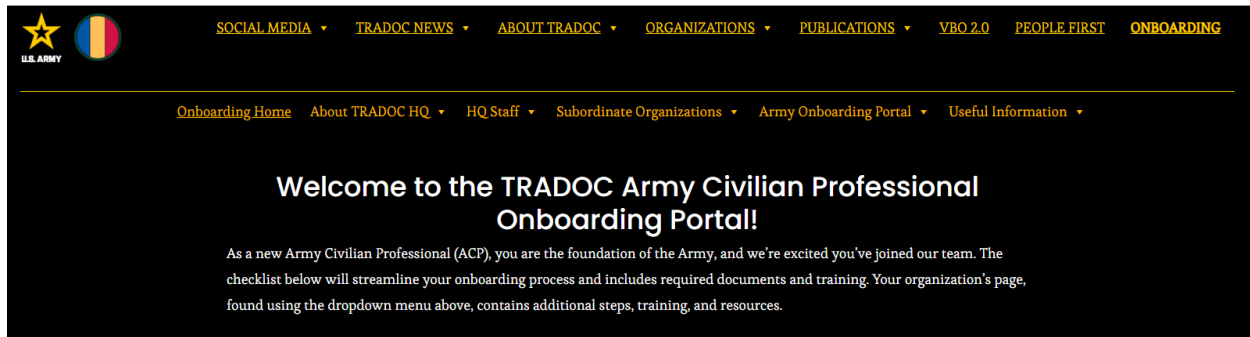
Increased Productivity: By providing new hires with the necessary knowledge and resources, they can quickly integrate into their roles and become productive members of the organization.



Improved Employee Satisfaction: Effective onboarding and knowledge management ensure that new hires have the necessary tools and resources to succeed, leading to increased job satisfaction.

Enhanced Innovation: By capturing and sharing knowledge, organizations can promote innovation by providing employees with the necessary information and resources to develop new ideas and solutions to improving the onboarding process.<sup>2</sup>

The Office of the Chief Knowledge Officer (OCKO) has developed an onboarding portal for use by TRADOC headquarters Army Civilian Professionals. The portal provides a centralized location for all pertinent onboarding information. Some of the resources provided on the portal include an onboarding schedule, links to required training, and points of contact.<sup>3</sup> The success of the onboarding portal launched a command-wide process improvement initiative that was adopted by all Staff, Major Supported Organizations, and Centers of Excellence across TRADOC.



An effective onboarding program can shape new personnel's perception of the organization and knowledge management has an essential role in the process. Knowledge management provides tools to enhance onboarding programs by identifying, capturing, sharing, and utilizing knowledge, organizations can ensure that new hires have the necessary information and resources to succeed in their roles. This leads to increased productivity, improved employee satisfaction, and enhanced innovation, ultimately contributing to the organization's overall success.

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This TRADOC OCKO publication was written by Nathan Truckenbrod. Want to learn more? Respond to this article or access related articles, blogs, media presentations, and more at <https://www.milsuite.mil/book/groups/tradoc-km>.

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#### Notes

1. “What is Knowledge Management?” American Productivity & Quality Center, <https://www.apqc.org/whatisknowledgemanagement>.
2. Agarwal, Megha, “How Can Knowledge Management Systems Help in Faster Onboarding of Employees,” KMI Blogger.
3. TRADOC Army Civilian Professional Onboarding Portal, <https://www.tradoc.army.mil/tradoc-onboarding/>.



***When you need to innovate, you need to collaborate!***

Contact the TRADOC OCKO for support, development, and training: dashboards, collaboration sites, SharePoint, metrics, KPIs, process mapping, Microsoft Teams, SMS, multimedia production, and much more.