TRADOC KM APPROACHES

Tacit

Knowledge

Explicit

The Learning Organization

SELF - SERVICE

- ✓ Web-based Portals: Document Libraries and Databases
- ✓ Decision Support Tools
- ✓ SOPs, FMS, ARs
- ✓ Continuity books, templates, surveys, expert locators

- ➢ Web-based digital portals provide users access to enterprise analytic tools, enhanced search functions, and document libraries and databases.
- ➢ Allows users to self-serve information, data, and experience-based knowledge.

LESSONS LEARNED

- ✓ Shared Understanding
- ✓ YouTube "How To" Videos
- ✓ Multi-Media Instruction
- ✓ AARs & Post-Mortems

- ➢ Systematic tools and activities to gather experienced-based knowledge and reapply to relevant situations (DOTLMPF-P)

PROFESSIONAL COMMUNITIES

- ✓ APQC
- ✓ TED Talks
- ✓ Operational Networks (APAN, Linked-In)
- ✓ Conferences
- ✓ Symposiums
- ✓ KM NET

- ➢ Groups held together by common interest, topic, and/or purpose.
- ➢ Agile learning through shared techniques, tools, and templates.
- ➢ Solve business problems and steward knowledge.

DECISION SUPPORT

- ✓ Collaboration
- ✓ Working Groups
- ✓ Microsoft Teams
- ✓ Data Visualization
- ✓ Meetings
- ✓ Boards
- ✓ Mission Rehearsals

- ➢ Actuators that enable knowledge flow across an organization to facilitate shared understanding and decision making.

TRANSFER OF BEST PRACTICES

- ✓ Battle Rhythm
- ✓ Mentorship/Peer Assist Programs
- ✓ Lean Six Sigma
- ✓ Continuity Plans
- ✓ Education & Training

- ➢ Facilitated transfer and knowledge sharing between individuals and units for continuous improvement to enhance organizational performance and learning.

*Adapted from APQC – The New Age of Knowledge

Lower ← Human Interaction → Higher

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KNOWLEDGE MANAGEMENT