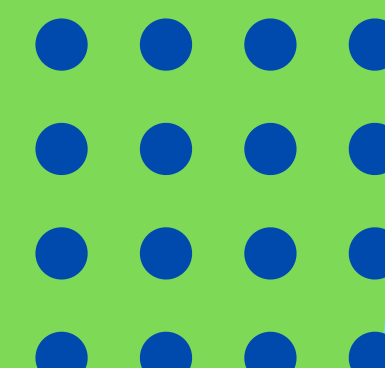


CREATED BY  
DR.PAIPAN  
THANALERDSOPIT.



# “KM” IN LOVE





# WHAT IS KM?

Knowledge Management (KM) is the systematic process of creating, capturing, organizing, storing, retrieving, and sharing an organization's collective knowledge and expertise to achieve its goals and enhance its performance.



## KEY ELEMENTS:

1.

**Systematic Process:** KM involves structured methods and strategies for managing knowledge.

2.

**Creation:** It includes generating new knowledge through experiences, research, and innovation.

3.

**Capture:** Gathering and storing knowledge from various sources within the organization.

4.

**Organization:** Structuring and categorizing knowledge for easy retrieval and use.



## KEY ELEMENTS:

5.

**Storage:** Safeguarding knowledge through digital repositories, databases, and documentation.

6.

**Retrieval:** Making knowledge accessible to those who need it when they need it.

7.

**Sharing:** Facilitating the dissemination of knowledge among employees and stakeholders.

8.

**Alignment with Goals:** KM aligns knowledge with organizational objectives for better decision-making and innovation.

# HOW TO SUPPORT STAFF TO LOVE KM

## Leadership Support

Start at the top. Ensure that senior leadership is fully committed to KM and communicates its importance to the organization.



# HOW TO SUPPORT STAFF TO LOVE KM

## Clear Objectives and Benefits

Start at the top. Ensure that senior leadership is fully committed to KM and communicates its importance to the organization.



# HOW TO SUPPORT STAFF TO LOVE KM

## Clear Objectives and Benefits

Provide training and education on KM principles and tools. Make sure employees understand how to effectively use KM resources.



# HOW TO SUPPORT STAFF TO LOVE KM

## Create a Knowledge Sharing Culture

Foster a culture of collaboration and knowledge sharing. Encourage employees to see knowledge sharing as part of their role.





# HOW TO SUPPORT STAFF TO LOVE KM

## Recognize and Reward

Implement recognition and reward systems for employees who actively contribute to KM efforts. Acknowledging their contributions can motivate them to continue sharing knowledge.



# HOW TO SUPPORT STAFF TO LOVE KM

## User-Friendly Tools

Invest in user-friendly KM tools and systems. If the tools are easy to use, staff are more likely to participate.



# HOW TO SUPPORT STAFF TO LOVE KM

## Leadership by Example

Leaders and managers should lead by example.  
Actively participate in KM activities and  
demonstrate its value.



# HOW TO SUPPORT STAFF TO LOVE KM

## Knowledge Champions

Identify and nurture knowledge champions within the organization. These are individuals who are passionate about KM and can inspire others.



# HOW TO SUPPORT STAFF TO LOVE KM

## Integration into Workflow

Integrate KM into employees' daily workflow. Make it easy for them to capture and share knowledge without disrupting their tasks.



# HOW TO SUPPORT STAFF TO LOVE KM

## Regular Communication

Keep employees informed about KM initiatives and updates through regular communication channels like emails, newsletters, or team meetings.



# HOW TO SUPPORT STAFF TO LOVE KM

## Community of Practice

Establish communities of practice or discussion groups around specific topics. This provides a platform for employees with similar interests to share knowledge.



# HOW TO SUPPORT STAFF TO LOVE KM

## Continuous Improvement

Continuously assess and improve your KM processes based on feedback and changing needs. Make sure KM remains relevant and effective.





# HOW TO SUPPORT STAFF TO LOVE KM

## Metrics and Monitoring

Set measurable goals and track progress. Regularly review and report on KM metrics to show its impact on the organization.



# HOW TO SUPPORT STAFF TO LOVE KM

## Feedback Loop

Create a feedback loop where employees can report issues, suggest improvements, and have their concerns addressed.



# HOW TO SUPPORT STAFF TO LOVE KM

## Patience and Persistence

Understand that it may take time for employees to fully embrace KM. Be patient and persistent in promoting its benefits.



# BENEFITS OF KM

Enhanced Decision-  
Making

- 
- Access to organized and up-to-date knowledge empowers better-informed decision-making.
- Data-driven insights and historical information support strategic choices.

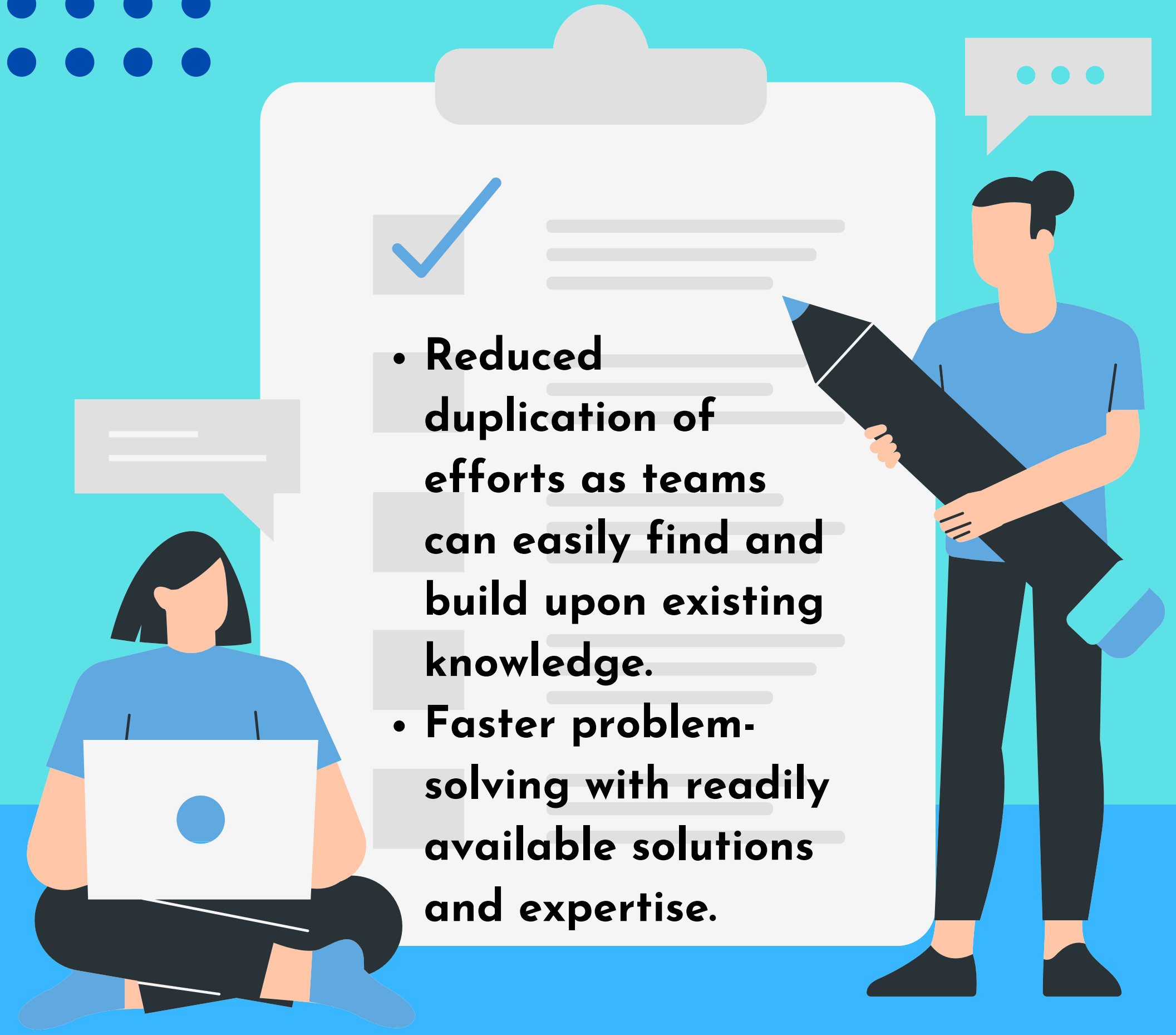
# BENEFITS OF KM

Improved Innovation

- 
- 
- 
- Encourages the sharing of ideas and best practices.
  - Sparks innovation by leveraging collective creativity and expertise.


# BENEFITS OF KM

Increased Efficiency and  
Productivity

- 
- Reduced duplication of efforts as teams can easily find and build upon existing knowledge.
- Faster problem-solving with readily available solutions and expertise.


# BENEFITS OF KM

Accelerated Learning and  
Development

- 
- **Facilitates onboarding and training of new employees.**
- **Encourages continuous learning and skill development.**

# BENEFITS OF KM


Enhanced Collaboration

- 
- Promotes cross-functional collaboration and knowledge sharing.
- Breaks down silos by making information accessible across departments.




# BENEFITS OF KM

Knowledge Retention

- 
- An illustration featuring a woman sitting cross-legged on the left, holding a white laptop. To her right, a man stands holding a large black pencil. In the background, there is a large white clipboard with a blue checkmark icon and a list of two bullet points. The entire scene is set against a light blue background with decorative elements like a grid of dots in the top left and wavy lines in the bottom right.
- Captures and preserves institutional knowledge, even when employees leave.
  - Reduces the risk of knowledge loss and expertise gaps.



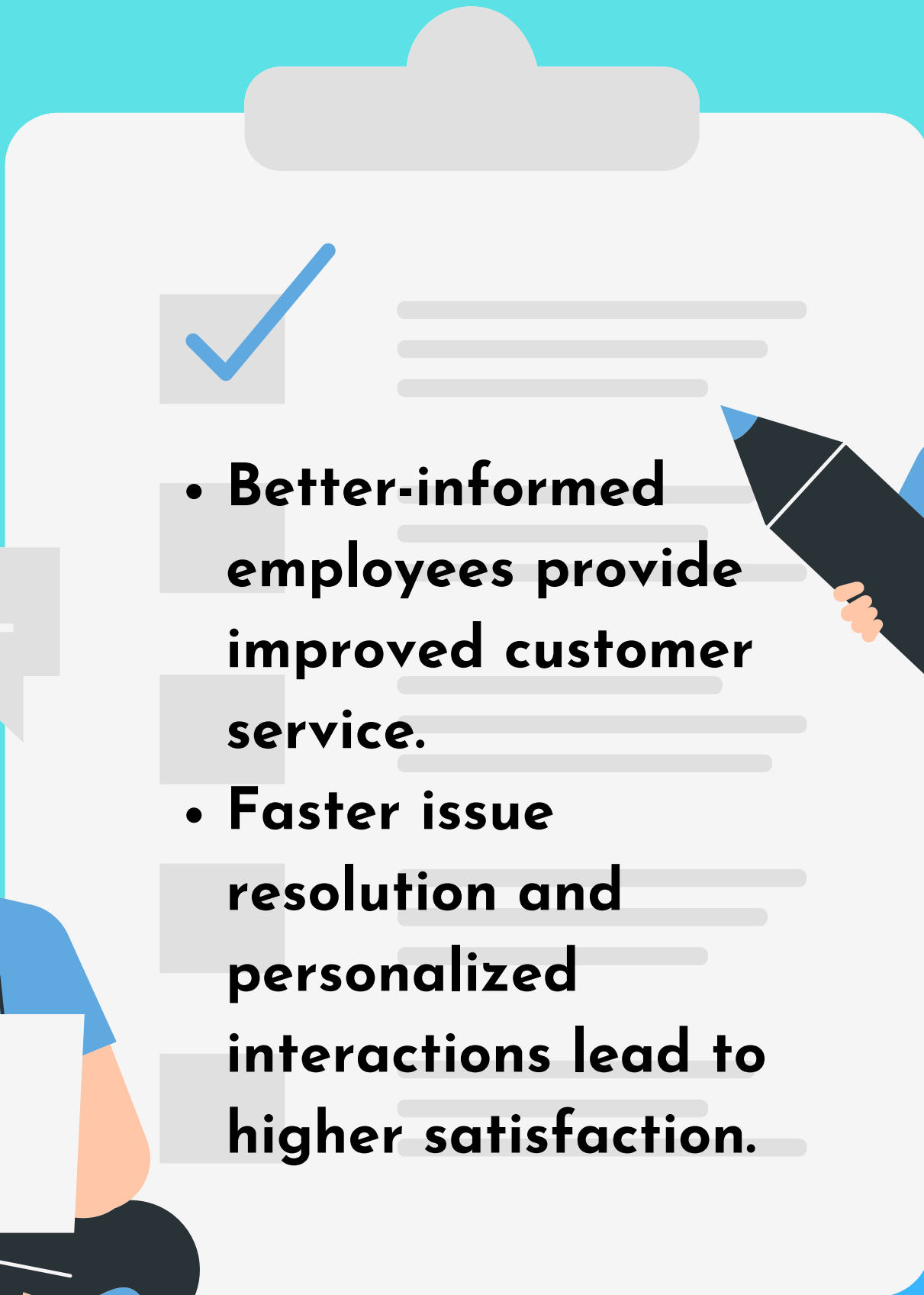
# BENEFITS OF KM

**Competitive Advantage:**

- 
- **Positions organizations to adapt to change and stay ahead of competitors.**
- **Enables quick responses to market shifts and customer needs.**

# BENEFITS OF KM

Customer Satisfaction

- 
- 
- 
- **Better-informed employees provide improved customer service.**
  - **Faster issue resolution and personalized interactions lead to higher satisfaction.**

# BENEFITS OF KM

Compliance and Risk  
Mitigation

- 
- The illustration features a woman with dark hair sitting cross-legged on a blue surface, using a white laptop. To her right, a man in a blue shirt and black pants stands holding a large black pencil that points towards a large white clipboard. The clipboard has a grey clip at the top and contains a checklist with a blue checkmark in the first box and two bullet points. The background is a light blue gradient with decorative elements: a grid of dark blue dots in the top left, a vertical column of dark blue dots in the top right, and yellow wavy lines in the bottom right corner.
- Ensures adherence to industry regulations and best practices.
  - Minimizes risks associated with incomplete or outdated information.

# BENEFITS OF KM

**Organizational  
Resilience:**

- 
- The illustration features a woman with dark hair sitting cross-legged on a blue surface, using a white laptop. To her right, a man in a blue shirt and black pants stands holding a large black pencil that points towards a large white clipboard. The clipboard has a checklist with a blue checkmark and two bullet points. The background is a light blue gradient with decorative elements like a grid of blue dots in the top left and wavy yellow lines in the bottom right.
- **Strengthens an organization's ability to weather challenges and crises.**
  - **Knowledge continuity ensures stability during transitions and disruptions.**

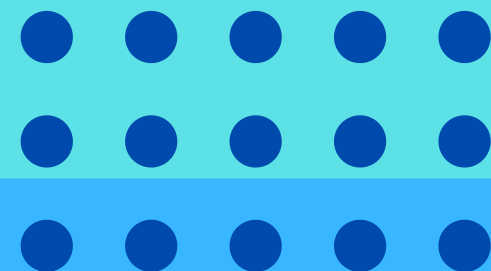
# BENEFITS OF KM

**Organizational  
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- 
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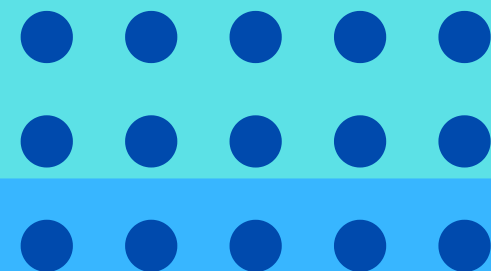
# EXAMPLE OF KM TOOLS

**DOCUMENT MANAGEMENT SYSTEMS (DMS):** DMS TOOLS ENABLE THE STORAGE, RETRIEVAL, AND MANAGEMENT OF DOCUMENTS, FILES, AND DIGITAL ASSETS. THEY OFTEN INCLUDE VERSION CONTROL, ACCESS CONTROL, AND SEARCH CAPABILITIES.



# EXAMPLE OF KM TOOLS

**INTRANET AND PORTALS:** INTRANET AND PORTAL SOLUTIONS PROVIDE A CENTRAL PLATFORM FOR INTERNAL COMMUNICATION, DOCUMENT SHARING, AND ACCESS TO CORPORATE RESOURCES. THEY OFTEN INCLUDE FEATURES LIKE NEWS FEEDS, FORUMS, AND DOCUMENT LIBRARIES.

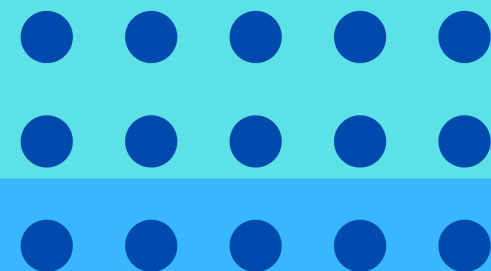




# EXAMPLE OF KM TOOLS

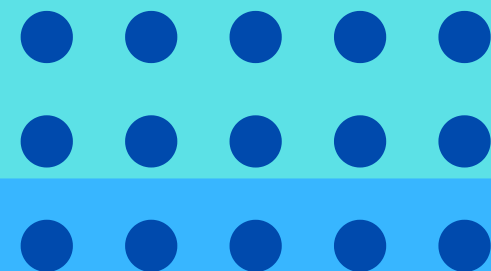
## **KNOWLEDGE BASES AND WIKIS:**

*KNOWLEDGE BASES AND WIKIS ALLOW USERS TO CREATE, EDIT, AND COLLABORATIVELY MAINTAIN A REPOSITORY OF KNOWLEDGE ARTICLES AND DOCUMENTATION. THEY ARE EXCELLENT FOR CAPTURING AND SHARING PROCEDURAL KNOWLEDGE.*



# EXAMPLE OF KM TOOLS

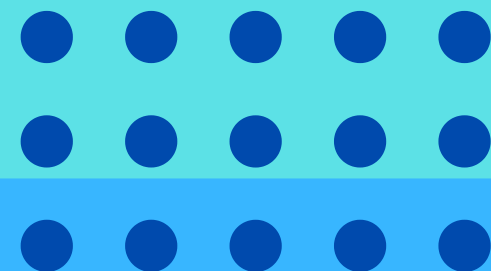
**ENTERPRISE SEARCH ENGINES:** THESE TOOLS HELP USERS QUICKLY FIND INFORMATION WITHIN AN ORGANIZATION'S DATA REPOSITORIES. THEY OFTEN INCLUDE ADVANCED SEARCH CAPABILITIES, METADATA TAGGING, AND RELEVANCY RANKING.



# EXAMPLE OF KM TOOLS

## **SOCIAL COLLABORATION PLATFORMS:**

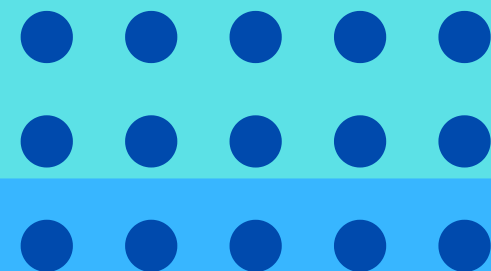
*COLLABORATION PLATFORMS LIKE MICROSOFT TEAMS, SLACK, AND WORKPLACE BY FACEBOOK OFFER CHAT, FILE SHARING, AND DISCUSSION FEATURES, FACILITATING REAL-TIME KNOWLEDGE SHARING AND COMMUNICATION.*



# EXAMPLE OF KM TOOLS

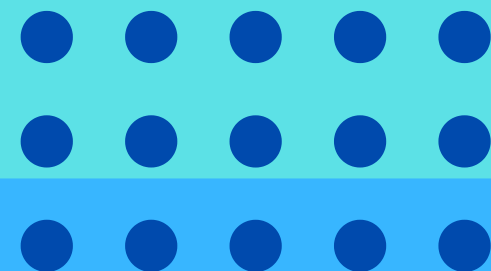
## **LEARNING MANAGEMENT SYSTEMS**

**(LMS):** LMS PLATFORMS ARE USED FOR MANAGING AND DELIVERING TRAINING AND EDUCATIONAL CONTENT. THEY CAN TRACK EMPLOYEE LEARNING PROGRESS AND ASSESSMENTS.



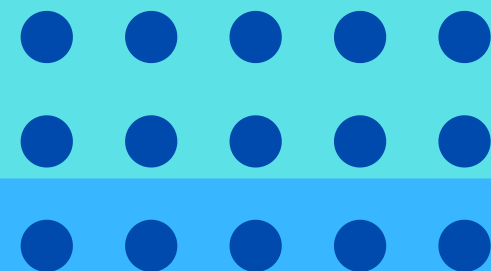
# EXAMPLE OF KM TOOLS

**PROJECT MANAGEMENT AND TASK COLLABORATION TOOLS:** TOOLS LIKE TRELLO, ASANA, AND JIRA HELP TEAMS MANAGE PROJECTS, TASKS, AND WORKFLOWS, WHICH CAN INCLUDE SHARING AND ORGANIZING PROJECT-RELATED KNOWLEDGE.



# EXAMPLE OF KM TOOLS

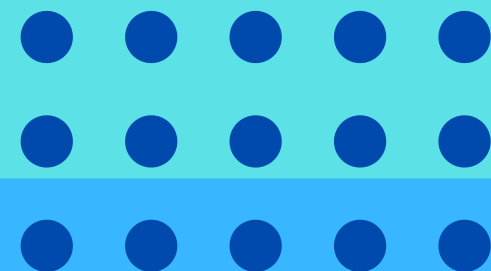
**EXPERTISE LOCATION AND EMPLOYEE DIRECTORY SYSTEMS:** THESE TOOLS HELP EMPLOYEES IDENTIFY AND CONNECT WITH SUBJECT MATTER EXPERTS WITHIN THE ORGANIZATION. THEY OFTEN INCLUDE PROFILES AND SKILLS TAGGING.



# EXAMPLE OF KM TOOLS

## **ANALYTICS AND BUSINESS**

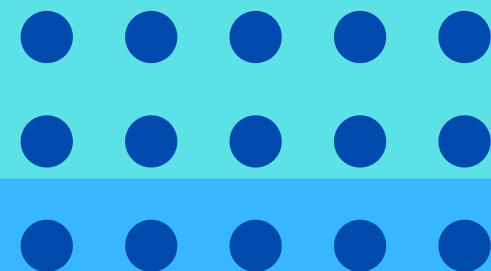
**INTELLIGENCE TOOLS:** ANALYTICS PLATFORMS HELP ORGANIZATIONS ANALYZE DATA AND EXTRACT VALUABLE INSIGHTS. THEY CAN BE USED TO UNCOVER HIDDEN KNOWLEDGE WITHIN DATA SETS.



# EXAMPLE OF KM TOOLS

## **EMAIL AND COMMUNICATION**

**ARCHIVES:** ARCHIVING SOLUTIONS HELP RETAIN AND RETRIEVE EMAIL AND COMMUNICATION HISTORY, ENSURING THAT VALUABLE KNOWLEDGE IS NOT LOST WHEN EMPLOYEES LEAVE OR CHANGE ROLES.

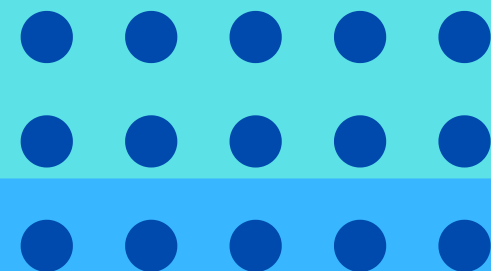




# EXAMPLE OF KM TOOLS

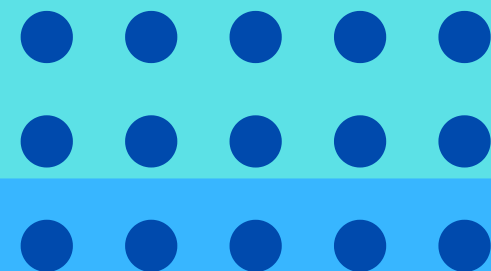
## **CHATBOTS AND VIRTUAL ASSISTANTS:**

*CHATBOTS AND VIRTUAL ASSISTANTS CAN PROVIDE INSTANT ANSWERS TO COMMON QUESTIONS AND GUIDE USERS TO RELEVANT KNOWLEDGE RESOURCES.*



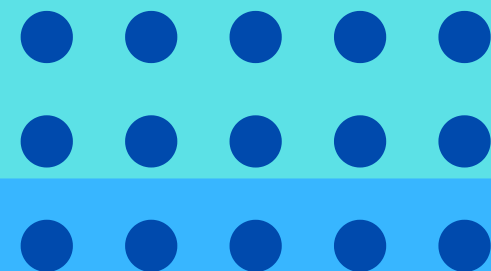
# EXAMPLE OF KM TOOLS

**COLLABORATIVE WHITEBOARDS AND MIND MAPPING TOOLS:** THESE TOOLS SUPPORT VISUAL KNOWLEDGE SHARING AND BRAINSTORMING, MAKING IT EASIER TO CAPTURE AND ORGANIZE IDEAS AND CONCEPTS.



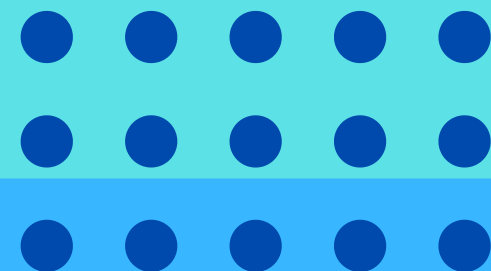
# EXAMPLE OF KM TOOLS

**KNOWLEDGE CAPTURE AND DOCUMENTATION TOOLS:** SPECIALIZED TOOLS FOR CAPTURING TACIT KNOWLEDGE THROUGH INTERVIEWS, SURVEYS, OR VOICE RECORDING AND CONVERTING IT INTO STRUCTURED DOCUMENTATION.



# EXAMPLE OF KM TOOLS

**CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SYSTEMS: CRM SYSTEMS STORE CUSTOMER INTERACTIONS AND INSIGHTS, PROVIDING VALUABLE KNOWLEDGE FOR SALES, MARKETING, AND CUSTOMER SUPPORT TEAMS.**

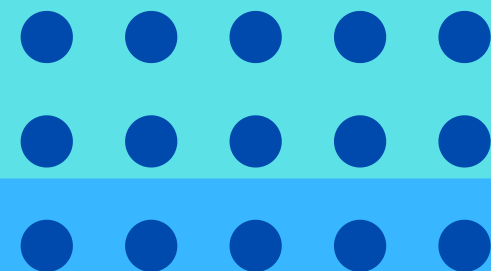


# EXAMPLE OF KM TOOLS

## **BUSINESS PROCESS MANAGEMENT**

***(BPM) SOFTWARE: BPM TOOLS***

*DOCUMENT AND AUTOMATE BUSINESS PROCESSES, ENSURING THAT PROCEDURAL KNOWLEDGE IS STANDARDIZED AND ACCESSIBLE.*





**THANK YOU**

**Q & A**