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Good practices for knowledge sharing and collaboration [1]

Successful knowledge sharing and collaboration practices draw on behavioural, procedural and technological skills, and indeed are often driven by Human Resources or Information Technology departments within organisations.

Learning outcomes

Library and Information Professionals are well placed to lead by example in how they share knowledge and collaborate within and across organisations, and also to guide and facilitate such practices amongst their end-users.
By the end of the course participants will have:

- Enhanced their own knowledge sharing and collaboration practices.
- Learnt how to create and encourage such practices within their organisation.
- Identified opportunities for supporting the creation and enhancement of such practices across business and professional organisations in which they are involved.

This programme will be of benefit to Library and Information Professionals working in academic, public and private sector organisations that wish to create or increase the effectiveness of knowledge sharing and collaboration practices. Please note that no prior knowledge of the knowledge management material covered is assumed and all jargon will be explained in simple terms.

About the trainer

Elisabeth Goodman is the owner and principal consultant of RiverRhee Consulting,a consultancy that helps business teams to enhance their effectiveness for greater productivity and improved team morale.

She is a trainer, facilitator, one to one coach, speaker and writer, with recent articles and books on the subjects of team effectiveness, change management, knowledge management, process improvement and project management. Elisabeth has 25+ years' experience in the Pharmaceutical Industry where she has held line management and internal training and consultancy roles supporting scientific and business support teams on a global basis. Elisabeth has a BSc in Biochemistry and an MSc in Information Science. She is accredited in Change Management, in Lean Sigma, and in MBTI (Myers Briggs Type Indicator). She is a member of CILIP (Chartered Institute of Library and Information Professionals), and APM (Association for Project Management).

Elisabeth is also a co-author, with John Riddell, of Knowledge Facilitation, an online course exclusively for CILIP members on CILIP's Virtual Learning Environment. [2]

Sample programme

- Clarifying how knowledge sharing / collaboration will support the goals of individuals' organisations.

- Understanding current knowledge sharing / collaboration practices and technologies available within individuals' organisations and the gap to be addressed.
- Developing awareness of the behavioural factors affecting knowledge sharing / collaboration and how to influence them.
- Understanding principles, guidelines and tools for knowledge sharing / collaboration through the use of case studies and interactive exercises for:

    Capturing knowledge (learning and insights).
    Carrying out 'After Action Reviews' and other forms of 'before, during and after' learning.
    Creating and sustaining Communities of Practice / Interest.

- Identifying individual participants' sphere of influence and goals for knowledge sharing / collaboration, supported by the development of individual action. plans.

CILIP's Professional Knowledge and Skills Base (PKSB)

This programme supports the following domain of CILIP's PKSB:

2. Knowledge and information management.

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