

# WHAT CHALLENGES ARE YOU FACING?

## KNOWLEDGE IDENTIFICATION AND ACQUISITION

- ENSURE A COMMON UNDERSTANDING WHAT CRITICAL KNOWLEDGE IS?
- FIRM'S LEADERSHIP SHOULD INVOLVE THE EMPLOYEES IN DECISION-MAKING PROCESSES
- CONTINUOUSLY UPDATE AND CHECK AVAILABLE RESOURCES ONLINE FOR THEIR CONTINUED RELEVANCE FOR THE FIRMS' BUSINESS OPERATIONS.

## KNOWLEDGE DOCUMENTATION AND STORAGE

- USE A SIMILAR CHECKLIST TO THIS ONE TO ENSURE THAT INFORMATION OR KNOWLEDGE IS DOCUMENTED
- THE CHECK LIST SHOULD BE REGULARLY UPDATED, INCLUDING THE ADDITION AND REMOVAL OF ITEMS AS NECESSARY
- ENSURE THAT CHECKLIST IS UBIQUITOUS AND EASILY ACCESSIBLE.

## KNOWLEDGE SHARING

- TO INVEST IN THE DEVELOPMENT OF A FLUENT SHARING KNOWLEDGE ATMOSPHERE
- TO PROMOTE THE RELEVANCE OF SHARED KNOWLEDGE ACROSS DEPARTMENTS
- TO AVOID INFORMATION OVERLOAD, MORE MEETINGS, MORE FILES ABOUT THE SAME TOPICS SINCE IT WILL BE A CHALLENGE TO KEEP SHARING AS A ROUTINE SINCE EMPLOYEES COULD ASSOCIATE THAT WITH AN UNPRODUCTIVE ACTIVITY.

## KNOWLEDGE PROTECTION

- TO REDUCE THE SCOPE OF COOPERATION.
- TO EXECUTE A MANAGEABLE NUMBER OF DUTIES
- TO ENGAGE WITH THEIR EXTERNAL STAKEHOLDERS IN A CAREFUL COMMUNICATION STYLE IN ORDER TO AVOID UNINTENTIONALLY DISCLOSING CONFIDENTIAL INFORMATION. .

## KNOWLEDGE APPLICATION

- TO OFFER THEIR EMPLOYEES OPPORTUNITIES TO TAKE TRAINING COURSES TO HELP GROW/UPDATE THEIR PROFESSIONAL KNOWLEDGE AND IMPROVE THEIR SKILLS AND COMPETENCIES.
- TO PROMOTE CAPACITY-BUILDING INITIATIVES TO EMPOWER THEIR EMPLOYEES TO CULTIVATE A LEARNING ATTITUDE WHILE CREATING A LEARNING CULTURE IN THE WORKPLACE.

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