



CREATIVE KNOWLEDGE MANAGEMENT

THE MISSING PIECE OF THE PUZZLE

JOYFUL KNOWLEDGE MANAGEMENT

Background, Context

Yes, knowledge management is joyful; at least it is to me.

I enjoy it when I can find what I'm looking for: the answer to the question, the person who has done a project before and can share her/his experience and lessons learned with me. I enjoy pulling together the pieces to make a new

picture, creating new pieces where necessary.

In fact, I think the creating is the best part, whether

we're talking about something that is completely new, something that is new to the organization, or something that is an improvement on something that has been done before (partly new).

How do we do that creating?

We can take a left-brained approach and use knowledge management activities, like expertise location systems, communities of practice, enterprise content

management-processes and technology to help us find things that may be similar or provide a piece of the puzzle, activities that help make new/different connections.

We can take a right-brained approach and create space for knowledge creation activities like

painting, drawing, photography, playing foosball, running, walking, swimming, playing

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squash: activities that let us do something new, different, unexpected; activities that create the space for us to make different connections and have different experiences rather than the "same old thing".

I revel in the joy of finding a solution to a problem; I especially revel in it if it's something new, different, and unique. Something that someone else says, "wow, I've never thought of it that way before" or "I've been trying to

WHY JOYFUL KM?

Because I think knowledge management has gotten too left-brained, too driven by technology and away from its knowledge sharing and organizational learning roots. Knowledge Management is not about technology, it's about making connections that would not be made otherwise, it is about sharing what you know to help someone else, even if you do not know them.

Knowledge needs space to grow and spread and create and innovate, not processes that stifle it before it takes root

figure that out for ages".

I find things that I learn painting, helps me in my consulting, whether it's to remind

me of the importance of balance or giving things the time and space to develop into what they're going to be.

This is joy, balanced, right-side, left-side, joy.

JOYFUL KM: THE WORKSHOP

Knowledge Management by Design

The workshop provides some left-brain information about knowledge management as well as a discussion about left-brain versus right-brain, and why we need to engage both sides to be successful and balanced.

The workshop then lets you experience the balance brought

about by having some right-brain experiences: creating using some knowledge management principles, like collaboration and meta-data.

The workshop then concludes with a discussion of how your KM program can be designed to create the space needed to take

this balanced approach in your organization.

The workshop can be scheduled for a half-day or full-day.

Who is Missing Puzzle Piece Consulting?



Missing Puzzle Piece Consulting is Stephanie Barnes

Stephanie has over 20 years successful, progressive experience in Knowledge Management and Accounting in the High Technology, Health Care, and Public Accounting sectors, with abilities in Strategy Execution and Change Management, as well as Project Development, Implementation and Team Development.

Stephanie has a BBA in Accounting, an MBA in Information Systems, is Masters Certified in ITIL (Information Technology Infrastructure Library) and has a Business Systems Analyst Certificate; she is also a Creatively Fit Coach.

She is author of the Ark Group report published in May 2011, *Aligning People, Process and Technology in Knowledge Management* and many other chapters and articles. She is also co-authoring a knowledge management strategy how-to book with Nick Milton, which is expected to be published in 2014.

In January 2010 Missing Puzzle Piece Consulting became the Canadian Franchisee for Knoco Ltd . (www.knoco.com). This expanded Missing Puzzle Piece's consulting activities as well as provided the opportunity to add Knowledge Management training to its repertoire.