

Strategic Knowledge Solutions

Collaborate... Educate... Innovate...

Knowledge Assessments

Knowledge Assessments are conducted to help organizations obtain an indication of their health in terms of knowledge flow, knowledge creation and transfer, and knowledge management processes, strategies, and approaches. SKS takes a unique cognitive approach to knowledge assessments that identifies critical performance and knowledge gaps between what the organization is doing currently and what it needs to be doing. Our knowledge assessment process leads to a knowledge strategy for the organization, which is critical for developing effective knowledge management programs.

Each knowledge assessment involves a series of in-depth interviews with key leaders, mid-level managers, and employees in the organization. Our assessment process looks across people, processes, technology applications, structure, and organizational culture.

Knowledge Assessments Identify

- Gaps
- The causes or factors contributing to the gaps
- The impact each gap has on the organization
- Measures of effectiveness and priorities for addressing the gaps
- Recommendations for strategies and approaches to closing the gaps

The knowledge assessment ensures we have accurately identified the true problem areas and considered all the relevant facts, assumptions, and current available information before we begin looking at solutions. Each knowledge assessment engagement is unique and is tailored to the organization. An action plan with practical and operational solutions, along with a pilot and evaluation, usually follows the assessment.

Three Types of Knowledge Assessments

To support various needs, three types of knowledge assessments are available:

- **Knowledge Assessment:** A targeted assessment focused on a specific area of need identified by an organization, which allows the stages of the assessment process to be truncated so recommendations and strategies are provided more rapidly (2-3 months).
- **Rapid Assessment:** A focused assessment that delves into a single topic to provide targeted strategies and recommendations (3-4 weeks).
- **Individual Knowledge Assessment:** An assessment used to identify personal gaps in knowledge and then develop strategies to fill those gaps.



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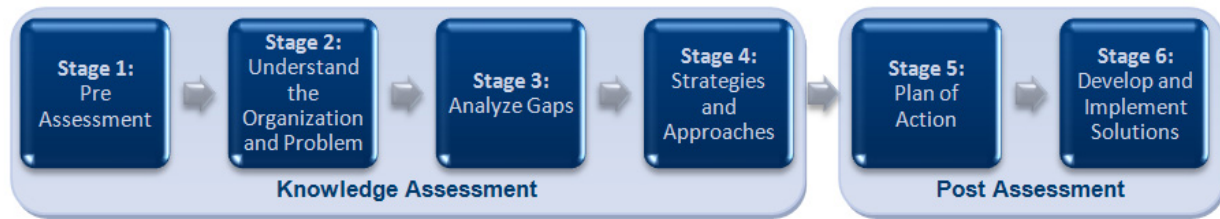
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SKS is a consulting firm focused on expertise development, organizational learning, and knowledge management practices and application. Our proven learning approaches produce immediate benefits by applying key experiential learning and knowledge-based strategies to improve individual, team, and organizational learning and performance.

The Six Stages of Every Assessment

Every knowledge assessment undergoes six stages, and the customer remains involved throughout the process.



The assessment process can be used for any size organization—teams through major staff and business sections and larger operational-level units. The key is adapting the model to the organization's needs.

Each step of the process builds a picture of the knowledge gaps in an organization, the root causes of those gaps, and helps the customer identify long-term strategies and solutions for closing those gaps.

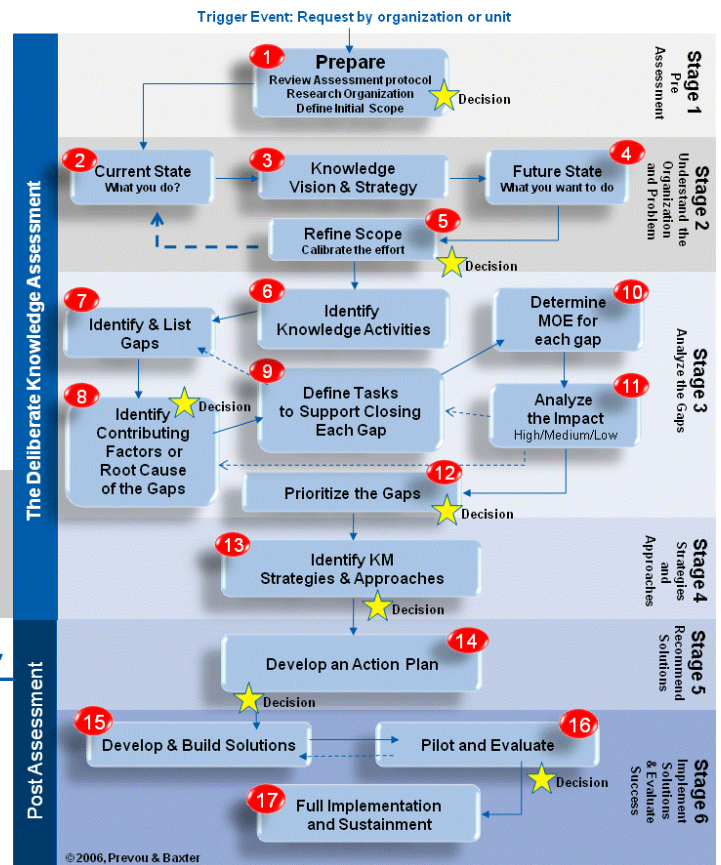
SKS applies a rigorously tested and refined assessment methodology, combined with Lean Six Sigma approaches and tools, to help you define your current and future state, identify and close gaps, and improve organizational performance.

The goal of a Knowledge Assessment is to understand the knowledge gaps between where your organization currently is and where it needs to be, and then recommend strategies for closing those gaps.

Knowledge Assessments Help Your Organization:

- Understand how or where to start a knowledge management initiative.
- Create strategies for improving knowledge flow.
- Enable a culture of collaboration through Communities of Practice and other collaborative tools.
- Develop a systematic way to identify experts in an organization.
- Identify methods for capturing critical organizational and tacit knowledge from individuals before they leave.
- Eliminate or reduce stove-piped communication and information silos.
- Streamline technology to integrate knowledge across the organization.
- Improve knowledge transfer methods, communication, and collaboration both within and outside the organization.
- Lead and manage change initiatives and make them stick.
- Improve performance and reduce waste.
- Transform into a learning organization.

Knowledge Assessment Process



Contact Us



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For more information about how SKS can help with your Knowledge Assessment needs, contact:

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