Practical Knowledge Management for Information Professionals

UKeiG Professional Development Update

2017 got off to a great start for UKeiG with considerable interest in the Members' Day. In March we launched our CPD programme with a course on knowledge management skills, with three additional courses over May on:

- Search Usability: Filters and Facets
- Research Data Management for Information Professionals
- Open Access, Open Data, Open Science: Anatomy of a Disruptive Technology

UKeiG forthcoming events for 2017 will be updated on a regular basis. Keep an eye open for new courses, and please book early to avoid disappointment.

In order to ensure the relevance of the CPD programme our UKeiG Management Committee lead Liz Wright is working with colleagues to focus on seven key strands for development:

- Information Retrieval/Search
- Scholarly Communications/Open Access
- IM/KM/Intranets
- Social Media
- Ethics, legal compliance, intellectual property
- Digital Literacy
- E-information/E- industry R&D

If you have any questions, feedback or suggestions about our CPD offering please contact UKeiG's Honorary Secretary John Wickenden in the first instance at: secretary.ukeig@cilip.org.uk

"Practical Knowledge Management for Information Professionals" was held on the 30th March 2017, and led by Dion Lindsay. UKeiG's John Wickenden was there to meet and greet the delegates, who came from a range of sectors including government departments, higher education, law and research. "Dion opened by discussing with the group a popular baking analogy that explained the difference between data, information, knowledge and wisdom. When you're baking a birthday cake you use, for example:

- Data: 4 oz. flour in the recipe
- Information: The oven needs to be preheated
- Knowledge: Joe likes his cakes with just this much marzipan
- Wisdom: There's a baker down the road who does a much better job than I do. I'll get him to do it instead."

"Dion went on to define explicit (written knowledge) and tacit (head knowledge – learning from what people do). He explored David Snowden's Cynefin Framework of KM:

- Complex – Probe-sense-respond (Emergent practice)
- Complicated – Sense-analyse-respond (Good practice)
- Chaotic – Act-sense-respond (Novel practice)
- Obvious – Sense-categorise-respond (Best practice)."

"He also described methods of sharing and creating knowledge including David Gurteen's Knowledge Cafés (structured conversations), Communities of Practice, Knowledge Harvesting, Exploiting Social Media, Knowledge Sharing Games, and Knowledge Management functions of internal Intranets."

"During the day the participants were encouraged to apply these techniques to their organisation and consider how they could use them to encourage KM. We also looked at some quick wins; these included discovering what KM has already been done in the organisation, creating allies and championing individual enthusiasm. He used an interactive approach to the day that enabled the participants to develop their own thinking and personal take home points."

"At the end of the day Dion and the delegates posed some challenging questions which they enjoyed discussing, but came to no final conclusions. The questions planted the seeds for fruitful personal reflection.

- Why is there not a KIM Community of Practice?
- What makes us think that information professionals make the best Knowledge Managers?
- Does CILIP really know the business of Knowledge Management?
- Is the CILIP KIM SIG quantitatively different to what else is out there?
- What are the unique skills required by KM Managers?
- Where does KM sit well in the organisation?"