



KNOWLEDGE MANAGEMENT SERVICES



IMPROVE COLLABORATION, EFFICIENCY, AND
DECISION-MAKING WITH OUR KNOWLEDGE
MANAGEMENT SERVICES. ENHANCE
KNOWLEDGE SHARING AND RETENTION FOR
GREATER SUCCESS.



Fostering Agile Mindsets, Inspiring Transformations

What will Participants GAIN?



- **Delivered by Knoco-appointed Consultants**
- **A suite of expertise gained from over 20 years**
- **Confidence to embark on enterprise-wide KM initiative**
- **Experience KM best practices through our unique cutting-edge approach**

Knoco is a leading Knowledge Management (KM) consultanting company helping organisations of any size to deliver tangible business value from their knowledge; by designing knowledge management strategies and frameworks, delivering knowledge management initiatives, and providing essential knowledge management toolkits. Knoco's know-how was honed by working with world leaders in knowledge management over the past 20 years, helping clients in any sector improve performance and increase profitability through KM.

Source: <https://www.knoco.com/knoco-malaysia.htm>

Duration of engagement dependent on scope and nature of work

AUDIENCE

anyone wanting to embed knowledge management best practices

What do we Offer?

1. Improved innovation through the sharing of ideas and knowledge
2. Increased efficiency by avoiding duplication of effort and improving processes
3. Better decision-making through access to relevant, accurate and up-to-date information
4. Enhanced collaboration and teamwork by breaking down silos and sharing information
5. Increased agility and responsiveness to change through the availability of knowledge
6. Reduced risk through the retention of critical knowledge and expertise
7. Improved customer service through faster problem-solving and better decision-making
8. Increased employee engagement and satisfaction through a culture of knowledge sharing and learning
9. Improved competitiveness through faster product development and innovation
10. Improved organizational learning and continuous improvement through capturing and applying lessons learned.

Additional Value 🔥 🔥 🔥

- **Pre-Coaching Engagement**
- **Training, Coaching, Mentoring and Consulting endorsed by Knoco**
- **Learning Management System (LMS)**



KM STARTER SERVICES

01 KNOWLEDGE MANAGEMENT ASSESSMENT BY SURVEY

Knowledge management is a change process, and the first step in the change is to assess the current status - to see what is already being done, what works well, where the barriers and gaps are, and where the strengths are. Our introductory offer provides a Knowledge Management Assessment through input gathered via an online survey. We also offer a full interview-based service for developing a Knowledge Management Assessment.

02 KNOWLEDGE MANAGEMENT ASSESSMENT WORKSHOP

Knowledge management is a change process, and the first step in the change is to assess the current status - to see what is already being done, what works well, where the barriers and gaps are, and where the strengths are. Our introductory offer provides a Knowledge Management Assessment through input from a one-day workshop. We also offer a full interview-based service for developing a Knowledge Management Assessment.

03 KNOWLEDGE MANAGEMENT STRATEGY BY SURVEY

A good Knowledge Management strategy is vital to the success of any knowledge management initiative and should be one of the early steps in your KM program. Our introductory offer prepares a high-level Knowledge Management strategy through input gathered via an online survey. We also offer a full interview-based service for developing a Knowledge Management Strategy.

04 KNOWLEDGE MANAGEMENT STRATEGY WORKSHOP

A good Knowledge Management strategy is vital to the success of any knowledge management initiative and should be one of the early steps in your KM program. Our introductory offer prepares a high-level Knowledge Management strategy through a one-day workshop.

05 KNOWLEDGE SCAN BY SURVEY

Not all knowledge is of equal value. A Knowledge Scan or Knowledge Audit high-grades the knowledge topics that most need attention. Our introductory offer provides a Knowledge Scan through input gathered via an online survey. We also offer a full interview-based service for conducting a Knowledge Scan.

06 LEARNING CULTURE AUDIT

Knowledge Audit robust analysis enables you to identify your organisation's existing learning culture and act as a baseline to measure change.

07 KNOWLEDGE MANAGEMENT INTRODUCTORY WORKSHOP

Knowledge Management can potentially be a difficult topic. It can be challenging to understand the topic clearly and what it might mean for your organisation. You need help to get started, and our one-day introductory workshop will cut through the confusion and get to the heart of KM as it applies to your context.

08 KNOWLEDGE MANAGEMENT PROOF OF CONCEPT

Knowledge management is a long-term intervention in a short-term world. The full benefits of KM will take years to deliver, but the organisation will need to see a series of short-term Quick Wins to be reassured that KM is feasible and valuable.

KM TRAINING SERVICES

01 KM AWARENESS (TRAINING)

For managers and decision-makers wishing to understand the concepts and value of Knowledge Management

02 THE BIRD ISLAND KM SIMULATION (TRAINING)

Knoco Ltd.'s copyrighted KM Experience - allows a team to experience the value of Knowledge Management for themselves in a 2-hour intensive exercise with feedback. TEN (10) years of performance data make this exercise the single most compelling demonstration of the value of KM

03 BASIC PREMIER (TRAINING)

For those new to KM. Transfers awareness and understanding of the principles and practice of knowledge management.

04 MASTERCLASS (TRAINING)

For KM practitioners; transferring the keys skills and techniques of knowledge management, and its strategic implementation, to your in-house knowledge management staff.

05 COMMUNITY LAUNCH (TRAINING)

To develop the core of a community which will continue, after the course, to share knowledge for business benefit effectively.

06 SECRETS OF COMMUNITY LEADERSHIP (TRAINING)

We equip your community coordinators to design, launch, build, sustain and measure the value of your communities of practice.

07 KM STRATEGY DEVELOPMENT (TRAINING)

For senior management, this workshop explores the strategic value and focus of Knowledge Management for their organisation.

08 KNOWLEDGE MANAGEMENT PLANNING WORKSHOP (TRAINING)

For a project team, this workshop enables them to put in place a knowledge management plan for their project, ensuring that their project will benefit from a full knowledge base.

09 INTERVIEWING FOR KNOWLEDGE RETENTION (TRAINING)

A focused one-day course enables you to develop knowledge retention skills so that knowledge can be captured before key knowledge-holders leave your organisation.

10 EFFECTIVE LESSON-LEARNING (TRAINING)

An introduction to the components, and the skills, needed for effective lesson-learning or learning from experience.

11 PROJECT KNOWLEDGE CAPTURE WORKSHOP (TRAINING)

For a project team, this workshop enables them to capture their project lessons in a form which can be used by other teams

12 KNOWLEDGE MANAGEMENT STARTER WEEK (TRAINING)

A complete set of training and workshops for a new Knowledge Management program, this starter week not only gives your KM team the awareness, understanding and skills to deliver a KM program, but it also includes workshop sessions where we work with the team to develop an initial KM strategy and KM framework for your organisation and practical "proof of concept" KM activities.

KM PROCESS FACILITATION SERVICES

01 AFTER ACTION REVIEW

The After Action Review (AAR) is a short, focused meeting conducted by the team, for the team, lasting half an hour or less. It is one of the basic building blocks of a Knowledge management framework, particularly as part of Project Learning.

02 PEER ASSIST

Peer Assist is one of the core Knowledge Management processes, a means of "learning before" a project or an activity.

03 LESSONS CAPTURE

Continuous improvement in business results requires that learning from current and past projects be passed on to future projects. Captured lessons are often disappointing, poor quality, devoid of context, and often with a political spin. Lessons capture facilitation is a specialist skill many companies have not yet developed. Knoco has that skill.

04 KNOWLEDGE EXCHANGE

Knowledge exchange is a meeting where people from several teams (but usually from within the same community of practice) come together to share knowledge on a critical operational topic. These can be very high-powered creative meetings, often pivotal in developing an organisation's knowledge base.

05 KNOWLEDGE HANDOVER

Knowledge Handover is a meeting at the end of a project after the project team has identified and captured their lessons learned, where they share and discuss these lessons for the other projects and other interested parties, such as community leaders and subject matter experts.

06 KNOWLEDGE MARKETS

Knowledge Market is a meeting to match people who need learning with people who can provide their learning. Knowledge Markets are commonly used within Communities of Practice

07 LEARNING HISTORY

A learning history is a knowledge asset created through the collation, synthesis and analysis of several 1-1 interviews with members of any team that have shared an experience such as a significant project, an entry into a new market, a merger or acquisition, or opening a new office, etc.

08 INTERVIEWS

Sometimes knowledge needs to be captured from a single individual, either as part of a Learning History or because the individual is retiring or moving jobs.

09 KNOWLEDGE ASSET CREATION

Sometimes knowledge needs to be captured from a single individual, either as part of a Learning History or because the individual is retiring or moving jobs.

10 KNOWLEDGE GAP ANALYSIS

A knowledge gap analysis is where the members of a product development project team come together to define the missing knowledge the team needs to find or create to deliver the project successfully.

11 AN AUDIENCE WITH AN EXPERT

This is a public, interactive interview with an expert, held in front of an audience of peers and colleagues to share knowledge and stories. The audience should be combined with a standard Knowledge Capture interview later.

KM STRATEGIC SERVICES

01 Knowledge Management Assessment and Benchmarking

Knowledge management is a change process, and the first step in the change is to assess the current status - to see what is already being done, what works well, where the barriers and gaps are, and where the strengths are

02 ISO 30401

Supporting organisations in understanding and applying ISO 30401

03 KNOWLEDGE SCAN OR AUDIT

Not all knowledge is of equal value. A Knowledge Scan high-grades the knowledge topics in most need of attention.

04 KM POLICY

A good Knowledge Management policy will enable Knowledge Management to be embedded within the structure and culture of the organisation. It should be an objective of the later stages of your KM program.

05 KNOWLEDGE RETENTION AND TRANSFER STRATEGY

The risk of an ageing workforce is a massive issue for many industries. As experienced staff retire, critical knowledge will leave with them, leaving the company exposed unless that knowledge can be retained and transferred to more junior, less experienced staff. A Knowledge Retention and Transfer (KRT) Strategy is an approach to reducing this risk.

06 KNOWLEDGE MANAGEMENT FRAMEWORK DESIGN

As Knowledge Management has evolved over the last two decades, the need for an integrated Knowledge Management framework has become apparent. With a Management Framework, KM can take on other management systems' aspects and be part of everyday business rather than relying on disparate tools.

07 KNOWLEDGE MANAGEMENT VALUATION

Why is it important to understand the business value of Knowledge Management? The answer is simple: if you understand the value, you understand how much you can justify investing.

08 KM GOVERNANCE

Governance is frequently the missing element in Knowledge Management. Those companies most successful in the field, are very often those where Knowledge Management is fully embedded, with a clear Knowledge Management governance system.

LEARNING CULTURE SERVICES

01 LEARNING CULTURE INTRODUCTION

A short introductory workshop introduces the concept of the Learning Culture and the features that support and drive it.

02 LEARNING CULTURE AUDIT

A robust knowledge audit analysis enables you to identify your organisation's existing learning culture and to act as a baseline to measure change.

03 LEARNING CULTURE FOLLOW-UP

Moving the Learning Audit results into learning and action.

COMMUNITY OF PRACTICES SERVICES

01 LAUNCHING COMMUNITIES OF PRACTICE

Communities of practice are one of the main building blocks of a Knowledge Management Framework, and many organizations will seek to create, launch and sustain a number of networks, as a Pilot Project within Knowledge Management Implementation, or as a means to deliver value through Knowledge Management.

02 MEASURING AND MONITORING COMMUNITY MATURITY

Communities of practice are one of the main building blocks of a Knowledge Management system, and an effective Knowledge Management Framework will almost always contain some element of CoPs.

03 TRAINING FOR COMMUNITY LEADERS

See our list of Training Services above

04 KNOWLEDGE MANAGEMENT COACHING AND MENTORING

Implementing Knowledge Management may be a new and unfamiliar problem - something you have never done before. Where can you find valid, tried and tested knowledge and solutions? Where can you find sound practical advice which you know is based on long experience? If Knowledge Management is of real business value, then knowledge about Knowledge Management is of even greater value.

KM IMPLEMENTATION SERVICES

01 KNOWLEDGE MANAGEMENT IMPLEMENTATION

Knowledge Management Implementation takes work. You only have one attempt; if this fails, you may find the concept has become irrecoverably tarnished. An excellent Knowledge Management Implementation Plan is needed, based on lessons from successful (and less successful) Implementations in other companies and tailored to your context.

02 KNOWLEDGE MANAGEMENT ORGANISATIONAL DESIGN

A critical part of Knowledge Management planning is to get an idea of the KM organisational structures that must be in place. For many of our clients, understanding the organisational design is an essential early step in understanding the Knowledge Management framework.

03 KNOWLEDGE MANAGEMENT PLANS

The concept of a project-level Knowledge Management Plan is one of the most exciting new ideas to come out of Knowledge Management in the past 5 years. It is a governance element that allows Knowledge Management to be fully embedded into project controls. It allows the assignment of KM accountabilities to individual project team members and allows these accountabilities to be monitored and reviewed. Knowledge Management plans allow Knowledge Management to evolve to become a proper management discipline, a part of an integrated project management approach rather than an add-on or an aspiration.

04 KNOWLEDGE MANAGEMENT PILOTS

A key component of your knowledge management strategy involves running some Knowledge Management pilot projects. A Knowledge Management pilot project is a project where knowledge management can be applied within the business to address a specific business problem, deliver measurable results, and act as a proving ground for Knowledge Management within the business.

05 KNOWLEDGE MANAGEMENT TRAINING

See our list of Training Services above

06 KNOWLEDGE ASSETS

A Knowledge Asset is a tried and tested approach to structuring and documenting captured operational knowledge, plus the context needed to make sense of it. Knowledge Assets consist of guidelines set within the business context, enlivened by stories and quotes from experience, and linked to people and documents for further investigation.

07 KNOWLEDGE MANAGEMENT COACHING AND MENTORING

Implementing Knowledge Management may be a new and unfamiliar problem - something you have never done before. Where can you find valid, tried and tested knowledge and solutions? Where can you find sound practical advice which you know is based on long experience? If Knowledge Management is of real business value, then knowledge about Knowledge Management is of even greater value.

LESSON LEARNING SERVICES

01 LESSONS LEARNED ASSESSMENT

An effective Lesson Learned system or Organisational Learning system, if it is to collect quality lessons and process them until they are embedded into organisational practice, requires many separate elements. If links in the system are missing or inadequate, then lessons may be missed, relearned or repeated.

02 LESSONS LEARNED SYSTEM DESIGN

Implementing a practical lessons-learned system is a key component of knowledge management and a primary driver for continuous performance improvement. However, many companies have found that successfully implementing a lessons-learned system is difficult. Maybe they have a lessons database, but no lessons are coming in. Or they have a lessons database, and it's full of rubbish. Or they have a lessons database full of suitable quality lessons, yet nothing seems to change, and the same 'mistakes' are made repeatedly in the business.

03 PROJECT LEARNING SYSTEMS

Learning and Knowledge management are core success factors for effective project delivery. Knowledge is a project resource and often is a project output as well (particularly in a project which is doing something new or unusual). Although there will need to be a focus on lesson sharing between projects, a large project will also need it's own internal lesson system.

04 LESSONS CAPTURE SERVICES

Continuous improvement in business results requires that learning from current and past projects be passed on to future projects. Captured lessons are often disappointing, poor quality, lacking in context, and often with a political spin. Lessons capture facilitation is a specialist skill many companies still need to develop. Knoco has that skill.

05 LESSONS ANALYSIS

Analyzing the lessons collected from your organisation helps identify the systemic weaknesses and common pitfalls that may hamper your organisation's performance.

06 INNOVATION PROCESSES

One of the more surprising results from studies is that Innovation is a Process. The most Innovative companies do not just hire smart people and wait for inspiration to strike, they carefully select balanced diverse teams, and use a structured process to drive innovative and "out of the box" thinking. We call this process "Deep-Dive" - based on the principles of Business Driven Action Learning.

Companies We Have Impacted



Testimonial

Knoco Malaysia is headed by Dr Sanath Sukumaran, based in Kuala Lumpur. We are global consultants. Dr Sanath has the distinction of conducting KM consultancy and training in various industries: automobile, legal, higher education, training, media and entertainment, software development and banking. His notable work includes KM policy and governance framework for the largest unit of the Malaysian civil service.

Sanath has published numerous KM research and practice findings over the last 15 years. His research focuses on contemporary and renewed approaches towards KM systems development, elicitation of tacit knowledge and KM systems frameworks. His most recent endeavour is the development of the next-generation Knowledge Management System. He is passionate about how knowledge elicitation sits within the larger context of contemporary mainstream solutions. Dr. Sanath strongly advocates digital learning tools and Agile Transformation and how to infuse them in the larger realm of digital and organisational transformation with knowledge and learning as key enablers.



WE SPECIALISE IN ...

- AGILE TRANSFORMATION
- MINDSET MASTERY WITH AGILITY
- LEAN KNOWLEDGE MANAGEMENT
- SCIENCE OF VIRTUAL LEARNING DESIGN

AGILE TRANSFORMATION SERIES

- [3/4-DAY] PMI-ACP EXAM PREP*
- [3-DAY] AGILE MINDSET WITH JIRA SOFTWARE*
- [3-DAY] AGILE LEADERSHIP IN VUCA ENVIRONMENTS*
- [3-DAY] AGILE PROJECT MANAGEMENT IN PRACTICE*
- [1-DAY] AGILE FUNDAMENTALS: A BEGINNER'S GUIDE*
- AGILE TRANSFORMATION: A COACHING APPROACH*
- MINDSET MASTERY WITH AGILITY*



Affiliate Partner of
Agile Consultancy



Knoco Consultant

SANATH SUKUMARAN, PHD Director, Agile Consultancy

Agile Certified Practitioner (PMI-ACP)
Enterprise Transformation Coach (ICP-CAT)
Agile Certified Coach (ICP-ACC)
Atlassian Community Leader
Project Management Professional (PMP)
Certified Knowledge Manager (CKM)
Knoco Affiliate Partner (Malaysia & Singapore)



+60173300714

contact@agileconsultancy.asia

www.agileconsultancy.asia

wa.link/agileconsultancy

linkedin.com/in/sanathsukumaran



>42 clients served >125 engagements completed >1000 participants >25 coaching sessions >20 live events >25 speaking engagements >5 mentoring engagements

Training ♦ Consulting ♦ Coaching ♦ Mentoring ♦ Speaking Engagements ♦ Community Events