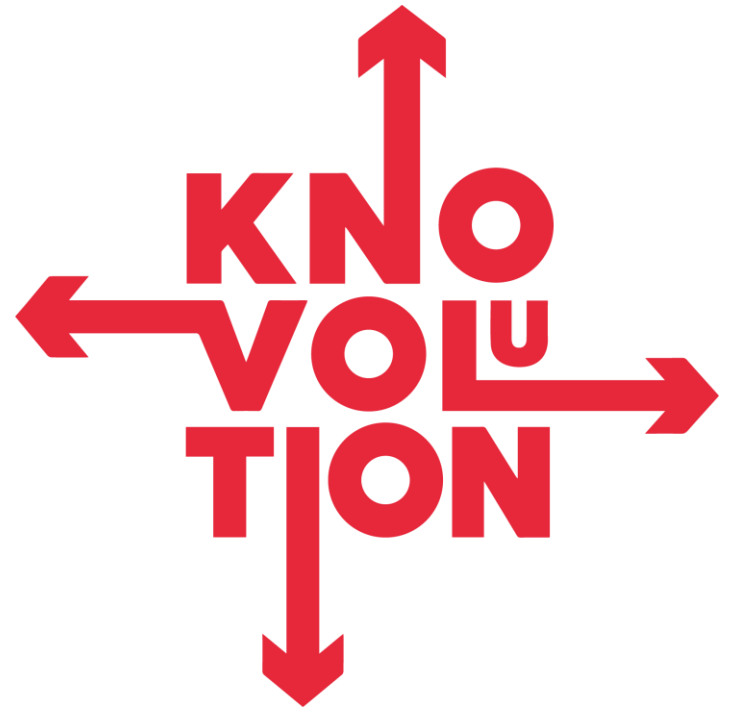


# **IKO 2023 CASE SUMMARY SLIDES**

**The Show Must Go On:  
Conducting Knowledge Audits in  
a Pandemic to Support KM  
Strategies for Two UK  
Organisations**

Prepared by: Janine Weightman, Founder of Knovolution  
Prepared for: Participants of the IKO 2023 Conference Session 2  
Date: 12 September 2023



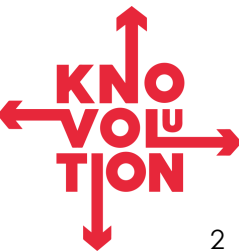
# Overviews of...

 **Howspace**

 **Airtable**

 **Online Workshop Guide**

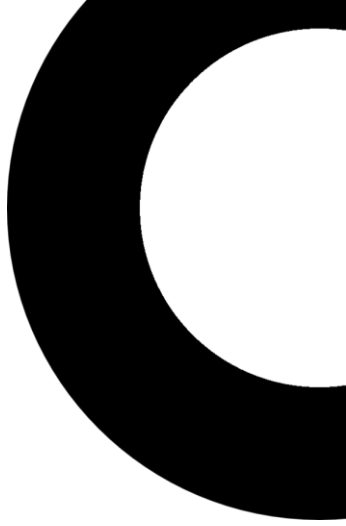
 **Knovoscope**





# HOWSPACE

Quick overview




# THE AUDIT SPACE (PROJECT 1)

Howspace   Welcome   ▸   Agenda   ▸   **Workshop**   ▸   Extra Activities   ▸   Support & Info   Feedback

Let's get warmed-up! ...

Here are some general questions asking for your opinion on the topic of knowledge management.

### Have you heard of knowledge management before? ...



- (0) Never heard of it
- (1) I've heard of it but no idea what it is
- (0) Yeah, I've got a pretty good understanding
- (1) Yeah totally get it/did it in a previous role

**You answered:**  
Yeah totally get it/did it in a previous role

### What do you think about [ ] considering [ ] knowledge management? ...

Select one option.

- Oh no, please don't go there
- I have some reservations
- I'm indifferent, keeping an open mind
- Thumbs up from me, let's do it

✓ Submit answer

### How would you rate knowledge and information sharing at [ ]? ...

Select one option.

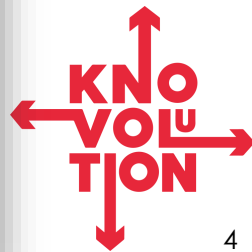
- Excellent
- Good
- Fair
- Poor
- Very poor

✓ Submit answer

### Do you think you and your colleagues would benefit if [ ] implemented more structured and more frequent ways to share knowledge? ...

### What do you think [ ] should focus on improving? ...

You can select up to 3 options



# AI FUNCTIONALITY

What can you do with Howspace?

- Edit
- AI Word cloud
- AI Theme clustering
- AI Summary
- AI Sentiment Analysis **Beta**

Show users who

- Have not commented
- Have commented

Sort comments by

- Likes
- Organization
- Original order

Filter comments

Export to Excel

**Eero** 24 days ago  
In a matter of seconds, even from a discussion with thou...  
Like Reply 10 views

**Art** 24 days ago  
Increase engagement through custom learning paths with feedback and automated and tailored reminders. Howspace for 1-2-1 or small group sessions.  
Like Reply 10 views

**Oskari** 24 days ago  
Change can't really be managed — but it should be facilitated and engagement by staying in touch with the participants. Howspace's behavior-triggered notifications free up your concentrate on facilitating discussions and answering questions. class AI features, you'll be able to cluster, analyze, and summarize discussion data in seconds.  
Like Reply 10 views

**Sanni** 24 days ago  
With Howspace, you can facilitate real-time chat conversations, polls, surveys, or other activities.  
You can also create AI summaries and word clouds to make sense of the dialogue in real-time.  
Like Reply 9 views

**Oskari** 24 days ago  
Facilitation is much easier using the conclusions you can draw using the AI features  
Like 1 likes 6 views

### Word cloud

Asynchronous  
collaboration  
Howspace create  
Use  
Individuals real rooms part Use quiz reflect see  
safe space Making  
sure ensures Gamification turns people time different  
tool smaller breakout group speak have  
discussions contribution right

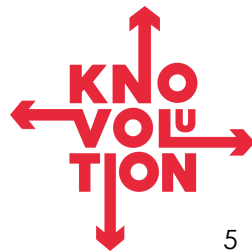
### Theme clustering

- collaboration creates Asynchronous Making sure 42%  
"Making sure you have the right tool that ensures co-create and coll..."
- Howspace use see contribution real 29%  
"Use Howspace to see contribution in real time by different people"
- Gamification turn part quiz 16%  
"Gamification: turn some part into a quiz"
- Using breakout rooms smaller group 10%  
"Using breakout rooms for smaller group discussions"

### Summary

Asynchronous collaboration. With Howspace. Making sure you have the right tool that ensures co-create and collaboration and creates a safe space for individuals to speak openly and reflect.

Summary of "Tools" - discussion



### Knowledge Management Diagnostics

The following statements describe scenarios in organisations that indicate opportunities for better knowledge and information management. They are grouped according to three key knowledge-based functions of organisations - coordination, remembering and learning.

There's no denying that this activity is pretty intensive, however it will provide valuable insight to help us prioritise areas to focus on. Believe me, it would be easier if we were playing cards around a table!



#### 1. Coordination

This is about how the different parts of the organisation work together, maintain shared objectives, deal with hand-overs in workflows, collaborate, manage documents and information etc..

#### Decisions (Coordination)

0=unable to respond to this statement, 1=not an issue, 2=sometimes an issue, 3=definitely an issue

Decision makers do not have access to the most recent or accurate information and so have to make decisions based on inadequate information and their own guesswork

0 1 2 3

The organisation is exposed to risks or misses opportunities because information is not available in a timely way

0 1 2 3

Decision makers do not give consistent answers to the same question when asked at different times or from different groups

### Activity Guidance

**What do I do?** Please select your level of agreement with each statement\*.

**How does this help?** The overall responses will indicate priority areas that could be improved through a knowledge management strategy.

**Instructions:** If we were doing this activity in person, you would select the playing cards that most represented the scenarios you have experienced. By indicating your level of agreement, we can rank the scenarios when we analyse the results.

- 0 = unable to respond to this statement
- 1 = not an issue
- 2 = sometimes an issue
- 3 = definitely an issue

Note that all statements in each section require a response before you can submit. There are no right or wrong responses, just be honest. All responses are anonymous to participants, only Admins can see participant details in this section.

\*These statements were created by Straits Knowledge.

#### Conflict (Coordination)

0=unable to respond to this statement, 1=not an issue, 2=sometimes an issue, 3=definitely an issue

Disagreements or misunderstandings between different groups are common

0 1 2 3

There are no standard ways of passing information or agreeing common goals between groups

0 1 2 3

Staff complain that they are never informed about what other groups are doing even when it impacts them

0 1 2 3

Staff complain that they are always informed at the last minute about issues that impact them

# KM DIAGNOSTICS

## Decisions (Coordination)

0=unable to respond to this statement, 1=not an issue, 2=sometimes an issue, 3=definitely an issue

Round 1 - (38 answers)

Average

Decision makers do not have access to the most recent or accurate information and so have to make decisions based on inadequate information and their own guesswork **2**

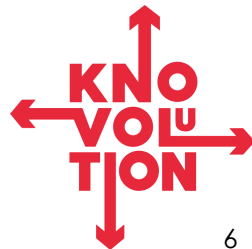
The organisation is exposed to risks or misses opportunities because information is not available in a timely way **2.3**

Decision makers do not give consistent answers to the same question when asked at different times or from different groups **1.8**

Senior decision makers do not feel confident that they have full insight to the processes and activities that they oversee **1.3**

Senior leaders want a corporate dashboard but the underlying indicators seem impossible to define **1.1**

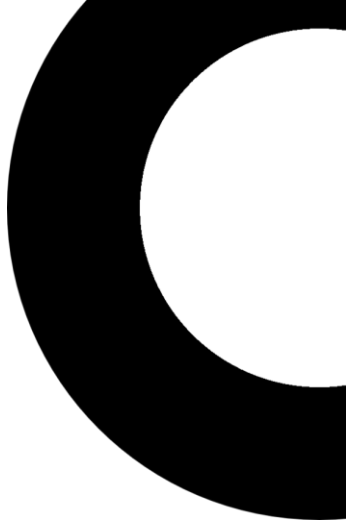
Total average **1.7**





# **AIRTABLE**

**Quick overview**



# BASE TABLES



Interfaces Knowledge Auditing Master

Views: Knowledge Resources Mast... Hide fields Filter Group Sort Color Share view

Knowledge Resource...	Name of Knowledge ...	Type	Input/Output	Operational Impact	Activity	Workgroup
1 BHKR10001	Relationship 1	Relationship		Reputational	BHAC10005 BHAC10001	BHWG1002 BHWG1001
2 BHKR10002	Natural Talent 1	Natural Talent		Quality	BHAC10005	BHWG1002
3 BHKR10003	Document A	Document	Output	Safety	BHAC10001 BHAC10004	BHWG1001 BHWG1002
4 BHKR10004	Document B	Document				
5 BHKR10005	Skill A	Skill				
6 BHKR10006	Skill B	Skill				
7 BHKR10007	Method 1	Method				
8 BHKR10008	Experience A	Experience	Input			
9 BHKR10009						
10 BHKR10010	Method 123	Method	Input			
11 BHKR10011						
12 BHKR10012	Using software ABC	Skill	Input			

BHKR10017 Record from Resources

Knowledge Resource ID: BHKR10017

Name of Knowledge Resource: TS001 Main Door Alarm Procedure

Type: Document

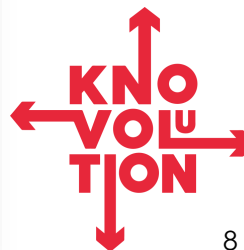
Input/Output: Input

Operational Impact: Safety

Activity: BHAC10007  
Opening the Tea Sho... Opening the shop Mon-Fri on ... **Todo**

Workgroup: BHWG1003  
Tea Shop Customer S... This workgroup covers the oper... **BH-JWEIGHTMA**

Activity Log:  
- You made edits to this record  
- You edited this record 6h  
- You edited this record 6h





# INTERFACE - Knowledge Mapping



## Knowledge Mapping Register

**Activities** +

BHAC10013

Search...

Workgroup: -

Workgroup: BHWG1001

Workgroup: BHWG1002

Workgroup: BHWG1003

BHAC10007  
Opening the Tea Shop on weekdays  
Todo

BHAC10012  
Setting up tea station  
Todo

**BHAC10013**  
Making the Tea Shop signature brew  
In progress

BHAC10019  
Purchasing Tea  
Todo

BHAC10021  
Serving customers  
In progress

Workgroup: BHWG1004

Workgroup: BHWG1005

### 1 - CHECK/UPDATE ACTIVITY DESCRIPTION

Ensure the activity name and description accurately represent the core activity you are mapping.

Add the correct Workgroup code to associate this activity with the right Workgroup so it appears in the right place in the menu on the left. To add a new Activity, click the + icon in the left menu.

**Activity Name**  
Making the Tea Shop signature brew

**Description**  
The way we create our award winning signature brew so it is ready to give to the customer

**Workgroup**  
BHWG1003  
Tea Shop Customer S... This workgroup covers the oper... BH-JWEIGHTMAN

+ Add record

**Audit Status**  
In progress

### 2 - KNOWLEDGE RESOURCES REGISTER

Click the + Add a record button to register knowledge resources associated with this activity.

Click the items for more information or to update the record.

BHKR10019	UK Patent ABC123	Document	Input
BHKR10020	SOP123 Making Tea5...	Document	Input
BHKR10021	Working with tea sup...	Relationship	Input
BHKR10022	Recognising the right...	Skill	Input
BHKR10023	Adjusting the tea sta...	Method	Input

+ Add record

### Range of Knowledge Resources associated with this Activity

Type

- Document
- Method
- Relationship
- Skill

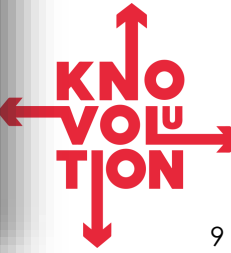
Type	Percentage
Document	40.0%
Method	20.0%
Relationship	20.0%
Skill	20.0%

### Range of Resources by Operational Impact

Operational Impact	Count
Customer Service	1
Productivity	1
Quality	2
Relational	1

### RAG SUMMARY FOR THIS ACTIVITY

ACTUAL	RISK	ACCESSIBILITY	GAPS
0	0	0	1



# INTERFACE – Results Summary

## DIAGNOSTICS SUMMARY DASHBOARD

### OPERATIONAL PAIN POINTS SUMMARY


Summary of the top 12 pain points identified across operational activities.

**RE1. REMEMBERING - External**

Some key functions are outsourced to external providers and they hold a lot of important knowledge about how your organisation works as well as memory of past activity.

©Straits Knowledge

5




**CM2. COORDINATION - Mistakes**

Complex tasks involving multiple departments or groups frequently result in errors slowness or quality problems.

©Straits Knowledge

3




**CM1. COORDINATION - Mistakes**

There are frequent mistakes in task handoffs, and when work is passed across different departments things get missed out or forgotten.

©Straits Knowledge

1

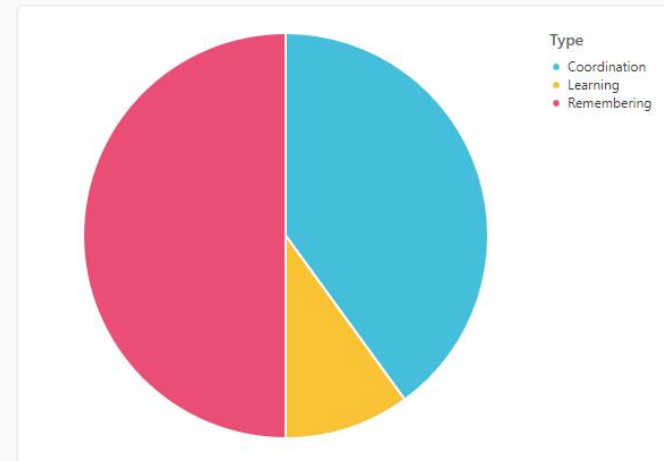



**LE1. LEARNING - External**

There is a 'not invented here' culture which makes it difficult to suggest better practices that were developed outside the organisation. Internally, some groups have this attitude toward other groups as well.

©Straits Knowledge

1




**CD1. COORDINATION - Decisions**

Decision makers do not have access to the most recent or accurate information and so have to make decisions based on inadequate information and their own guesswork.

©Straits Knowledge

0



**CD2. COORDINATION - Decisions**

The organisation is exposed to risks or misses opportunities because information is not available in a timely way.

©Straits Knowledge

0




**CD3. COORDINATION - Decisions**

Decision makers do not give consistent answers to the same question when asked at different times or from different groups.

©Straits Knowledge

0

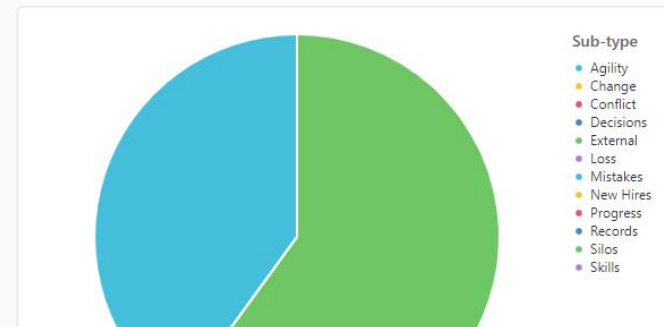



**CC1. COORDINATION - Conflict**

Disagreements or misunderstandings between different groups are common.

©Straits Knowledge

0



# INTERFACE - Dashboard



## DASHBOARD - KNOWLEDGE RESOURCES SUMMARY

This dashboard shows the knowledge resources and distribution identified across workgroups. Use the filter below to refine this dashboard by workgroup.

Reset

Workgroup has any of + ...

Total Number of Knowledge Resources

**43**

Number of Minor Gaps

**3**

Number of Accessibility issues

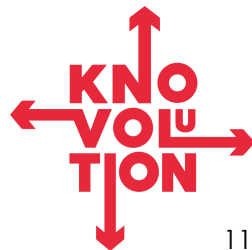
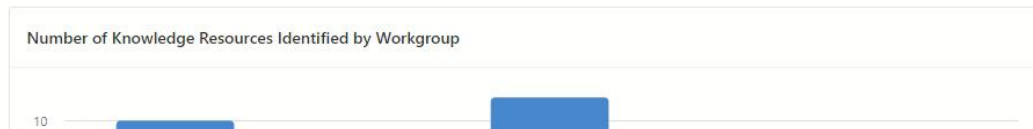
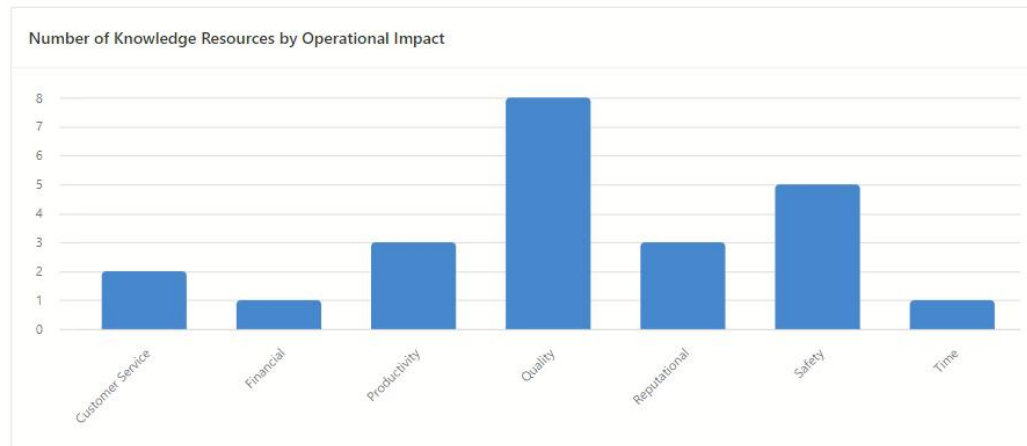
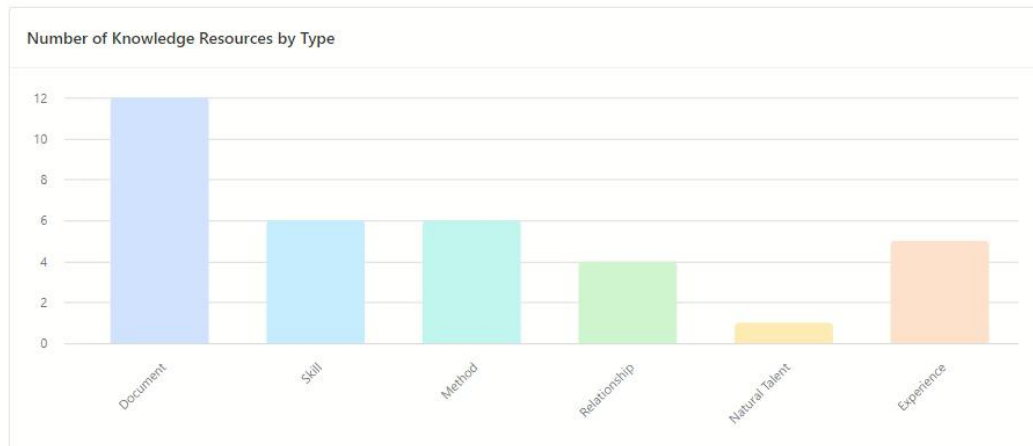
**3**

Number of Risks

**1**

Number of Major Gaps

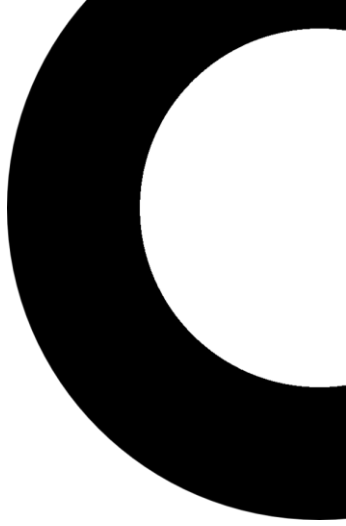
**2**





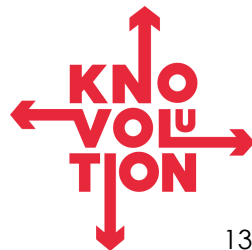
# **ONLINE COURSE**

**Quick overview e.g. Kartra**



# Online Workshop Guide (Kartra)

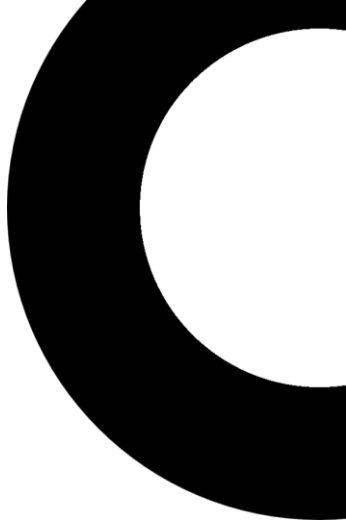
The screenshot shows the Kartra Academy interface for a workshop participant guide. The top navigation bar is red and contains the 'KNOVOLUTION ACADEMY for Knovolutionism' logo on the left and search, user, menu, and share icons on the right. Below the navigation bar is a white menu with links for 'Home', 'Get Started', 'Workshop - Diagnostics', 'Workshop - Mapping', 'Workshop - Planning', and 'Next Steps'. The main content area is light gray and features a red 'KNOWLEDGE AUDITING Workshop Participant Guide' button on the left. The central content is titled 'Home' and includes a 'Welcome!' section with a paragraph explaining the guide's purpose. To the right, there is a 'Progress' indicator showing '4 of 8' and a profile card for 'Janine Weightman', Workshop Facilitator. At the bottom, a red star icon highlights a section titled 'This guide will help you...' with a list item: '✓ Understand what knowledge auditing is.'





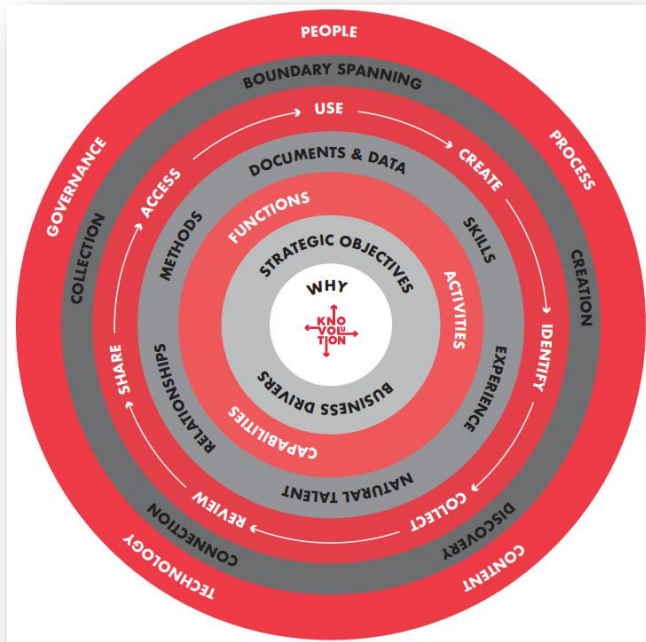
# **KNOVOSCOPE**

**Quick overview**



# Knovoscope Concept Development

1



Original Concept

2

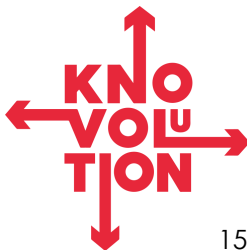


Version 2 Concept as Cut-Out-Yourself Template

3



Version 3 Concept as Physical Demo Product



# Knovoscope Web App (Under Development)

## Main Screen

**ACCOUNTABILITY**  
Making things happen

**Who is accountable?**

This is about how long I would expect the info snippet hint to be. Need to work on the exact wording.

Copyright © 2023 Knovolution

## Story Screen

**Tell your story...**

**ORGANISATIONAL CONTEXT**  
Your unique circumstances

**WHY**  
The fundamental reasons for something

**What's the vision?**

This is about how long I would expect the info snippet hint to be. Need to work on the exact wording.

**SERVICES & PERFORMANCE**  
What you do and how you do it

**CAPABILITIES**  
What organisations or individuals do well

**Need to maintain a capability?**

This is about how long I would expect the info snippet hint to be. Need to work on the exact wording.

**INTELLECTUAL RESOURCES**  
Critical ingredients to your success

**METHODS**  
Formal and informal ways of working

**Is the method documented?**

This is about how long I would expect the info snippet hint to be. Need to work on the exact wording.

**CHALLENGES & OPPORTUNITIES**  
Getting knowledge to where it is needed

**BOUNDARY SPANNING**  
Helping knowledge flow between groups

**Are there 'silos'?**

This is about how long I would expect the info snippet hint to be. Need to work on the exact wording.

**PILLARS OF CHANGE**  
Reshaping work and culture

**PEOPLE**  
Thoughts, attitudes, and behaviour

**What do people believe?**

This is about how long I would expect the info snippet hint to be. Need to work on the exact wording.

**ACTION & IMPLEMENTATION**  
Evolving organisational capability

**ACCOUNTABILITY**  
Making things happen

**Who is accountable?**

This is about how long I would expect the info snippet hint to be. Need to work on the exact wording.

**KNOVOLUTION**

**GET FURTHER INSIGHT**

Continue your journey with Knovolution!

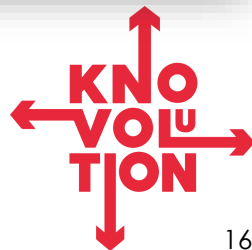
- Get the free companion guide
- Join the Knovoscopers Community Group
- Book a power-hour Clarity Call
- Request 1-1 and group support

Copyright © 2023 Knovolution

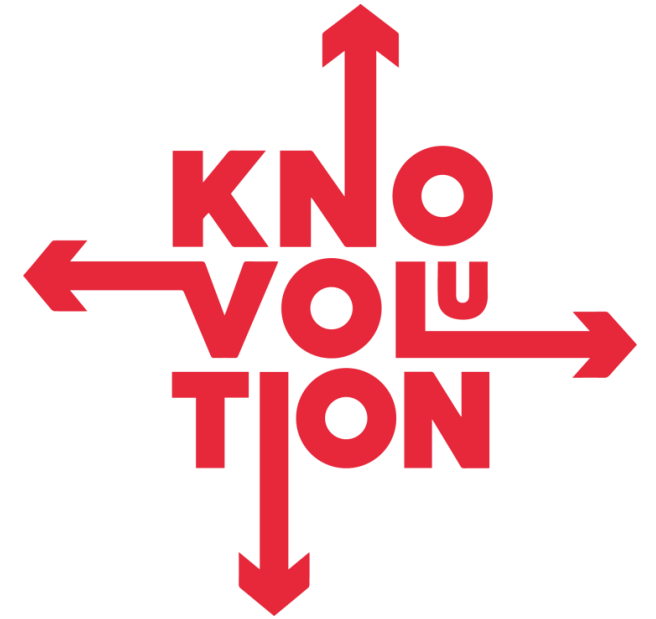
**Priority Access – September 2023**

**Public Release – October 2023**

**More info and services available from September at**  
[www.knovoscope.knovolution.com](http://www.knovoscope.knovolution.com)







## Thank You

- ➔ **Janine Weightman**
- ➔ **Founder, Knowledge Management Practitioner**
- ➔ **[janine@knovolution.com](mailto:janine@knovolution.com)**
- ➔ **+44 (0)7534 797 771**
- ➔ **[www.knovolution.com](http://www.knovolution.com)**
- ➔ **[in](#) [f](#) [o](#) [t](#)**
- ➔ **Knowledge To Our People**