

# Trash or Treasure?

Getting users to share their knowledge and artifacts...  
in a meaningful way

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PRESENTED BY: Stacy L. Deere, MVP & Sharon Weaver

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# SharePoint & Office 365 Users Group

[NashvilleSUG.com](http://NashvilleSUG.com)

# Contact Us

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Stacy L. Deere-Strole, MVP



Sharon Weaver

Stacy Deere-Strole is the Owner of Focal Point Solutions LLC, a Cincinnati, OH based company that provides SharePoint Solutions for the Enterprise in the mid-to-large market. With nearly 18 years of experience in the IT Industry, Stacy has mainly focused on Collaboration Solutions such as IBM's Lotus Notes\Domino and Microsoft's Messaging and Collaboration Solutions including deployments and SharePoint upgrades.

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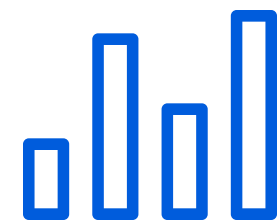
Sharon's background in Business Analysis and Project Management combined with her Developmental Psychology degree and Six Sigma Black Belt blend perfectly with her love of helping and training people to make her a well-rounded consultant. Sharon has the ability to understand her client's pain points and develop a plan to not only build the needed solutions, but to drive adoption and education in a way not typically seen from technical consultants.

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# Agenda



**About Us**



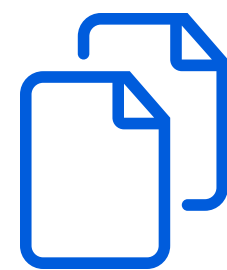
**What is Knowledge Management?**



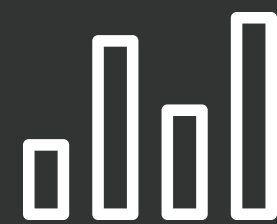
**Traditional Knowledge Management Strategies**



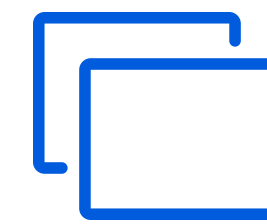
**Knowledge Management Components**



**Trash or Treasure?**



**Techno-Centric KM Discipline**



**Knowledge Management & Microsoft Teams**



**Third Party Tools & Archiving Tips**

# Knowledge Management

The process of creating, sharing, using and managing the knowledge and information of an organization. It refers to a multidisciplinary approach to achieving organizational objectives by making the best use of knowledge.

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# Traditional Knowledge Management Strategies

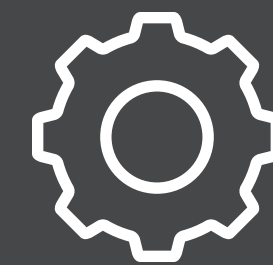
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**Discussions & Documentation  
(Projects)**



**Apprenticeship & Mentoring  
(Carpenter)**



**Blogs & Discussion Boards**



**Continuing Education & Training**

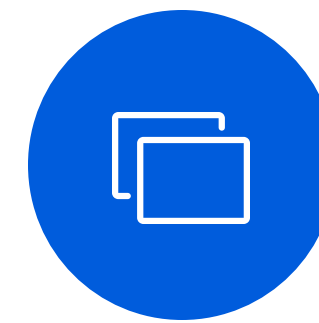
# Knowledge Management Components

*Knowing yourself  
is the beginning of all wisdom*  
- Aristotle -



## People & Culture

- Personalities
- Communication Styles
- Overall style of sharing knowledge



## Structure

- Management style
- Size of company



## Processes

- Formal ways of managing knowledge (SOPs)
- Informal ways of managing knowledge



## Technology

- Content/Document management
- Reporting/Dashboards
- Messaging



# Trash or Treasure?

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## Trash – Outdated, Inaccurate, Irrelevant Knowledge

- Knowledge hoarding
- Old documentation that has not been kept current
- Wrong answers on discussion board
- Dead links
- Lack of communication or participation

Tacit Knowledge –  
Difficult to transfer to another person  
(verbal or written).  
For example, speak a language, play an  
instrument, use an application.

## Treasure – Shared Tacit Knowledge (GOAL)

- Mentoring, coaching, job shadowing
- Active discussion board w/moderator to keep content current and correct
- Updated documentation that is reviewed and discussed regularly, and easy to find
- Cross-training by several employees in a group
- Open communication and active participation



## Techno-Centric KM Discipline



### Community of Practice (Formal & Informal)

Group information by subject or common thought to increase adoption, usage, and relevancy. Encourage users to participate in groups, discussion boards, and collaboration sites.

### Intellectual Capital

Information is only valuable if it is being used. Prioritize and showcase recently accessed information to improve knowledge sharing. Keep important information CURRENT and EASILY accessible.



Microsoft Teams

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thank you!