

KM Assessment: Leader Interview



KNOWLEDGE MANAGEMENT

To better understand the knowledge transfer of information, interview the leader of a team, department, or organization using the questions below to help them identify the focus of knowledge management and knowledge transfer efforts.

Organizational / Departmental:

1. What information is critical to your business functions?
2. How is information currently stored and shared in your organization?
 - What tools and resources are being used (e.g. OneDrive, SharePoint, physical files, specialized software)?
3. What practices are you currently using to mitigate the risk of knowledge loss?
4. Where can knowledge transfer significantly impact your organization's needs and business priorities in the short-term? Long-term?

Individual:

1. Do any employees in your organization have critical knowledge (defined below)?
 - Knowledge that is essential to the organization's strategic priorities, products, and / or ongoing operations to ensure business continuity.
 - Not documented anywhere and resides only in the minds of one or a handful of employees.
 - Experiential knowledge; specific knowledge that is learned through experience.
 - Cannot be found through external resources (books, research, internet).
2. Does the employee have knowledge essential to the current and future operation of the team and / or organization, and will it vanish once the employee leaves?
3. Is there a potential successor for this employee?

Next Steps:

1. Determine what knowledge or positions are critical to the success of the organization. The focus should be on the knowledge / positions that are critical and have no knowledge transfer plan in place by completing a [Knowledge Transfer Plan Template](#).
2. Document or implement the Knowledge Transfer Plan.

Feedback: Do you have a suggestion for improvement? Please [click here](#) to submit your feedback.
