



SUMMARY
**MAKING A
COMPANY'S
KNOWLEDGE
VISIBLE**



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MAKING A COMPANY'S KNOWLEDGE VISIBLE

In an interview with Sandra Brückner, Reinhard Heggemann discusses making a company's internal knowledge visible. He listed the following steps to successful knowledge management:

6. Knowledge maintenance

Which knowledge is still relevant?
How can it be incorporated into a strategy-oriented competence development?

5. Growing and developing new company knowledge

How can knowledge strategically be further developed?
Which instruments are suitable for making the increase in knowledge efficient?

4. Sharing and passing knowledge

How can documented knowledge be accessed quickly and reliably?
What knowledge can be better transferred face to face?

3. Structure knowledge

What knowledge can be documented?
And what can not?

2. Make knowledge visible

What do we already know?
Who are the knowledge carriers?

1. Set knowledge goals

What am I aiming for and what do I need to know get there?

How does a company make knowledge visible?

- As a company, ask yourself the question: "What do we know"?
- On a personal level: "What do I know"?
- Ask yourself about everyday topics: "What's behind them?" and write that down

Are there any methods that support this?

- Analyze business processes and identify relevant knowledge
- Employees need to catalog what they even know
- Structuring the discovered knowledge is essential

What are the biggest challenges?

- Employees need time to write down their knowledge
- There must be a culture of knowledge transparency
- Errors must be tolerated by the company

How far are German companies?

- It varies
- Companies of different sizes and industries have very different examples

The topic „Learner as Creator“:

- Essence of shareable knowledge
- Here knowledge travels full circle and an organization becomes a learning organization
- Discovering knowledge in the company is one thing, but empowering employees to pass it on to others is the key