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| **Delegate questions** | **Virginia’s response** |
| What can you do for people who are a long way from London? | *To date there is the Linked In group - open for anyone to start a discussion and share ideas.*  *We have had regional groups mooted, and all members are welcome to start a LIKE-type group in their own area. In the new year we'll be discussing with members whether there is an appetite for TweetChats or webinars.* |
| What age profile are the attendees? | *Nobody has to tell us their age. But I can confirm that the age range is broad - from students and recent graduates to those nearing the age of retirement. I would judge from the seniority of roles fulfilled by many members, that a large percentage are mid-career.* |
| Give give give and you will be rewarded with what others have to share | *An inspiring sentiment* |
| Do all events take place at night? | *Yes, they're scheduled for 'after work' so start at around 6.30pm* |
| Do LIKE have any online events similar to this also? | *No, but as explained(above) we will be discussing ideas with members in the new year.* |
| I noticed on your infographic about who makes up the LIKE members students appeared a few times. Is there a place for current MSc/PhD level students who might not have the level of professional experience of other members but who can benefit greatly from their knowledge? | *Yes, students are very welcome!* |
| Do you provide a breakdown of member interests and contact details before an event? | *No, although it's possible to see who is going on EventBrite. One of the defining features of LIKE is that it is informal, so everyone is given a name badge on arrival and members are free to exchange contact details as they network during the evening* |
| In our organisation there are lots of staff who have been with the org for a long time - now new staff are joining we are looking at ways to share people's long standing expertise in effective ways | *There are lots of ways to do this Happy to discuss further with you but one option is to exploit any social networking facility you have on your intranet or enteprise systems. Another is to use your role as someone who knows lots of people in the organisation to introduce old hands to new joiners and help them make connections (one of the fun aspects of a KMs job)* |
| I've always struggled to get people to openly share. Most of the time, I find people are only interested in promoting themselves and their organisations. How do you get over that? | *This was a really good point. And sometimes you can exploit a person's willingness to "promote" themselves by asking for real-life examples of when they used a skill in working with others or resolving a work issue. I've found with most people that specific questions about particular issues are useful. And, as we discussed during the webinar, different 'triggers' work with different people - so you need to persevere and be patient.* |
| I've just searched for LIKE on LinkedIn, but can't find it, its a very common word that brings up tens of thousands of entries. Is there any more detail I can add to the search terms to make it easier to find? | *Web links for 'London Information & Knowledghe Exchange' -->*  *website: www.likenews.org.uk*  *LinkedIn: https://www.linkedin.com/groups/1824702* |
| Yes I think that means a drink/good food/informality is not enough to overcome reluctance to network | *You're right. This might sound odd, but it helps if it isn't approached as networking. I've seen some of them most reserved LIKE members have animated conversations as they've shared experiences with others, or discussed ways of resolving a problem. I don't think the participants in the discussions would describe what they were doing as networking.* |
| Some form of recognition may motivate people to share.What is Virginia's view on this? | *As we discussed at the time Ashish, I'm not a massive fan of monetary or similar tangible rewards for professional knowledge-sharing. And I have some doubts about the value of gamification in the work context (although I'm very willing to be persuaded). I think one of the most powerful forms of recognition is a public statement of genuine appreciation for an identified act of sharing - preferably from someone in the organisation who is respected and acknowledged as a model of the behaviour they are praising.* |
| Data plus context produces information, information plus expertise & experience produces knowledge. How do you create the imperative to share? | *Good question Knowledge-sharing has to be built in to the culture of the organisation, and it has to be practiced by those who demand that others share. Knowledge-sharing needs to be seen as "the way we do things around here", so allowing staff (particularly managers and senior team members)to opt out of knowledge-sharing is counterproductive.* |
| Given the importance of KM, why don't organisations value or recognise the importance by allocating enough budget particularly in O&G business? | *In my experience, the benefits of and a return on investment in KM can be difficult to quantify (often, benefits appear in the form of e.g. opportunities to share and learn that would otherwise have been lost or absent). Also organisational leaders tend to take a short term view of internal improvement initiatives and prefer 'quick wins', whereas implementing KM sustainably requires a long-term change in organisational culture.*  *Having said that, there are improvements that can be made quite quickly & easily.*  *O&G could mean anything - Oil and Gas? Organisation and Governance?* |
| I would like to learn more about the transferring of knowledge. Can Virgina recommend a book or article? | *Take a look at this video of Chris Collison https://www.youtube.com/watch?v=XtJv4QXE0RA and if you like his style you might want to get hold of a copy of his book No More Consultants.* |
| what is the structure of the organisation - how is it run? | *LIKE is an informal network with no membership fees. It is run by members for members* |
| If I'd like to do an event but unsure if the material, are there people can peep review or discuss? | *I'd be happy to discuss your event plans with you* |
| We are trialling expert communities in our department. We all know each other but we are geographically isolated. The idea of the expert communities is to ensure we maintain and transfer knowledge on specific themed topics. We can't use the informal model of LIKE but we would like to incentivise people to participate in these groups. Do you have any ideas? | *As your department members are not sited together, you are probably thinking of using a forum platform or conference call software - or maybe a mixture of both. You (or a rota of colleagues) may want to drive engagement by posing questions or hosting discussions and actively asking for participation. This is especially helpful in the early days of the initiative, so everyone gets used to the approach to sharing knowledge and helping one another with issues. It's also useful to regularly report back to everyone on the value gained from contributions to a themed discussion. It's important not to lose momentum, as knowledge is most valuable when it's timely and few people feel inspired to contribute if they don't see evidence of activity in the forums.* |
| At the events, what form of event are the most successful - e,g, presentations, interactive, or game play etc.... | *We briefly discussed this at the time I think. There are two types of events that are most successful. Those at which LIKE members learn from an expert about something they know little about (egs the digital archive, transliteracy) or something they need to know more about (egs SharePoint implementation, copyright legislation). The other types of events that are very successful are of the immersive, interactive kind - during which groups of members work together to uncover solutions and share experiences.* |
| Is there any personal benefit from KM? What is the link between personal learning and organizational learning? | From a personal perspective, I wouldn't want to work any other way than to learn from those around me and share what I know in return. There's a lot to be learned from workers in completely different industries and disciplines (the example of Ferrari and GOSH comes to mind https://www.ted.com/talks/peter\_van\_manen\_how\_can\_formula\_1\_racing\_help\_babies?language=en). And there are many mistakes to be avoided by learning how others have dealt with issues we are encountering (why waste your time inventing new wheels?) I guess the link is that organisations are limited by what their people don't know, and if they haven't invested in creating a culture that seeks out knowledge the organisations won't realise their potential. |