

Knowledge Harvesting

Developing a culture of Learning, Reflecting and Sharing

Development Cooperation Forum – 1 to 2 December 2015



national treasury

Department:
National Treasury
REPUBLIC OF SOUTH AFRICA

Context

“Implicit knowledge is difficult to share and is usually complex. We know that this type of knowledge cannot easily be codified. However, it’s often what gives institutions sustainability and even competitive advantage. Finding ways to collect and share both types of knowledge is important for institutional memory. Stories can be an effective medium for these exchanges.”

Harold Jarche (jarche.com)

Context

- Knowledge Harvesting is an established process in the IDC Knowledge Management strategy.
- In August this year, the planned exit of the Head of Swiss Economic Cooperation and Development (SECO) – Markus Schrader presented an opportunity to test our method by conducting a knowledge harvesting interview.
- The interview framework included questions of reflection (for example how to improve development cooperation practice) and those designed to develop institutional memory (explain how the SECO office is structured).
- His interview is packaged and presented as his **reflections** of his role and is meant to be a **trigger** for discussion and further reflection as illustrated in the following action learning model.

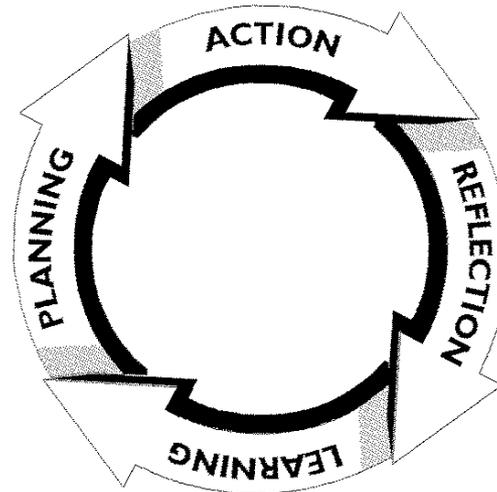
Locating reflection in our knowledge management approach

ACTION

What significant things happened?
Describe the events. Who was involved,
what did they do? What picture emerges?
How did I/we feel?

PLANNING

So what does this mean for practice?
What do we want? What do we want to
do, to happen? How? What are we going
to do differently? What do we have to let
go of or stop doing? How will we not
repeat the same mistake? What steps
will we use to build these new insights
into our practice?



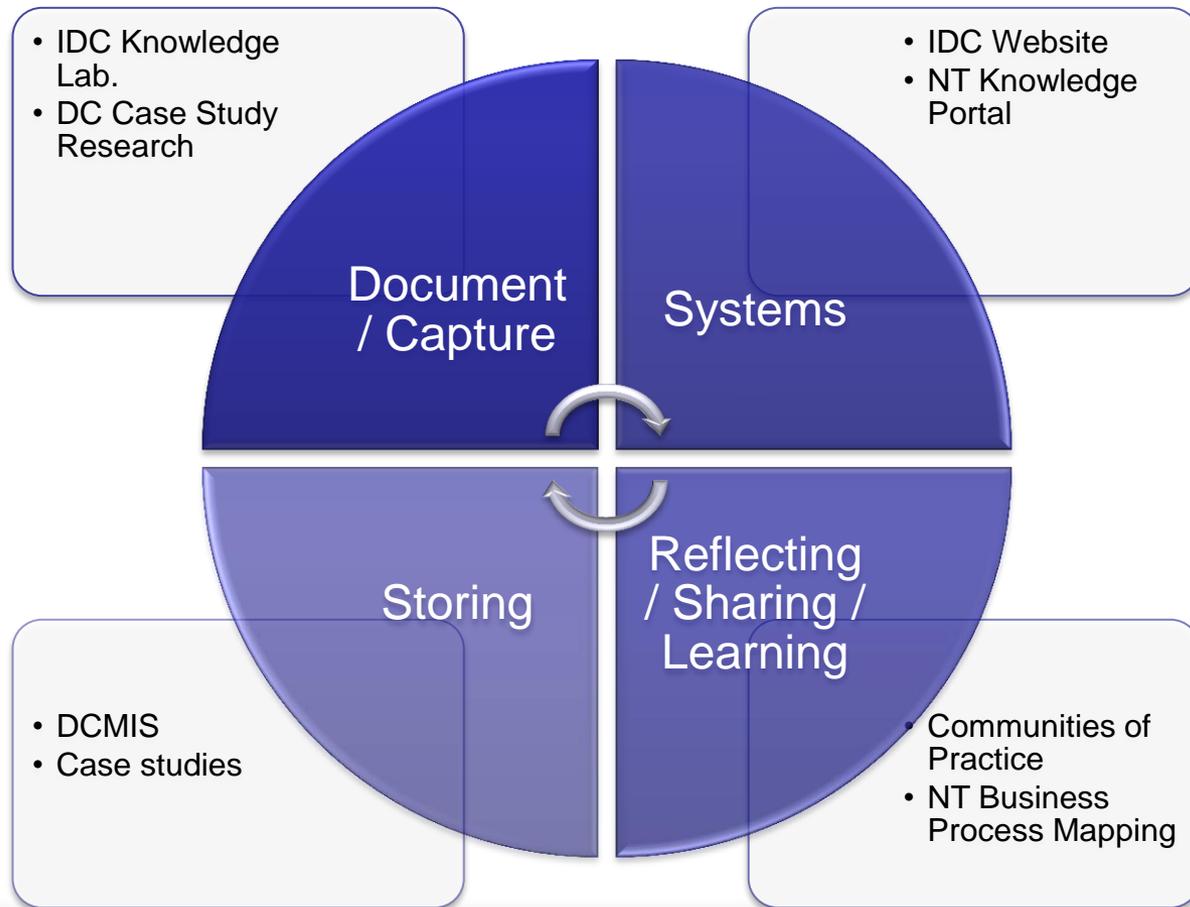
REFLECTION

Why did it happen, what caused it? What
helped, what hindered? What did we
expect? What assumptions did we
make? What really struck us? Do we
know of any other experiences or
thinking that might help us look at this
experience differently?

LEARNING

What would we have done differently? What did we
learn, what new insights? What was confirmed?
What new questions have emerged? What other
theories help us to deepen these learnings?

Toward refining an IDC Knowledge Management Model



Lets take a look

