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Knowledge transfer in KIBS

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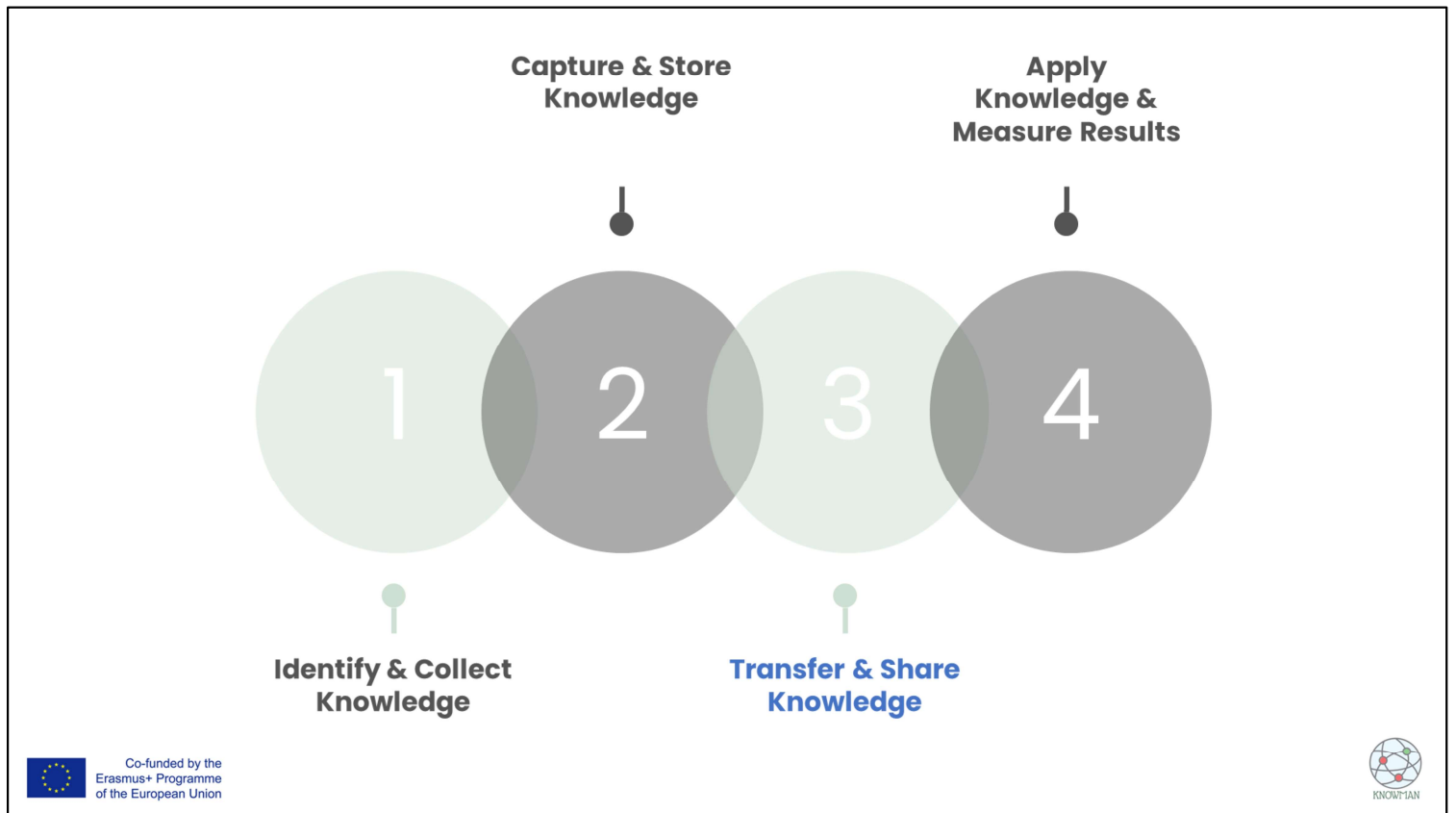
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Knowledge transfer

- The concept of knowledge transfer is generally used to outline the movement of knowledge.
- We can transfer knowledge by **writing, telling or showing**.
- The process of knowledge transfer includes also knowledge absorption.

Knowledge is not transferred until it has been assimilated by those to whom it was addressed.

The concept of knowledge transfer is generally used to outline the movement of knowledge. We can transfer knowledge between people, departments and divisions or between organizations themselves. We can transfer knowledge by writing, telling or showing. However, knowledge transfer is not limited to the movement of knowledge between people or entities, the process includes also knowledge absorption. Absorbing knowledge means not just learning something new, but committing it to memory and being able to recall and apply it to future situations. It means that knowledge is not transferred until it has been assimilated, and applied by those to whom it was addressed.



In the process of knowledge transfer, firstly we have to identify and collect the knowledge that should be transferred. Secondly capture and store the knowledge. Having a knowledge base is essential, it will help in managing knowledge generated in the company. Additionally good infrastructure will help in accessing the knowledge fast and simply. Once we have necessary knowledge and system for its collection, it's time to transfer and share to other people and/or departments in organization. The last step is to apply this knowledge and measure the results.

Formal vs Informal Knowledge Transfer

Formal knowledge transfer

- Written or verbal instruction manuals or procedures that get passed down from one person to another.

Informal knowledge transfer

- Occasional conversations in kitchens, hallways and lunch, unschedule meetings or chats, relying on socialisation.



Source: Pixabay

<https://pixabay.com/pl/illustrations/informacja-zwrotna-grupa-komunikacja-2044700/>

Formal channels of knowledge transfer includes Written or verbal instruction manuals or procedures that get passed down from one person to another. For example, formal trainings, workshops, scheduled meetings etc. They are more structured and usually target specific group of people, therefore the knowledge can be passed more efficiently. Informal knowledge channels, like unscheduled meetings and occasional conversations, rely on socialisation. They are highly valuable, but their major drawback is that the extent to which knowledge is passed depends on the willingness or ability of the recipient to assimilate the message.

How to do knowledge transfer effectively?

● — **Create a process document on how to transfer knowledge within the company**

Prepare document will be a guide for your employees on how to proceed when the need for knowledge transfer arises.

● — **Document management system**

You should have a tool/system that organizes the knowledge and potentially automates its transfer.

● — **Communication facilities**

Due to communication facilities, like Slack, Discord, Microsoft Teams you can work and transfer knowledge faster and more flexibly than ever before.

Firstly Create a process document on how to transfer knowledge within the company. Such document will guide your employees on how to proceed when the need for knowledge transfer arises. Secondly take care of document management system. You should have a tool/system that organizes the knowledge and potentially automates its transfer. Thirdly use communication facilities like Slack, Discord, Microsoft Teams. When using them you can work and transfer knowledge faster and more flexibly than ever before.

Sources and find out more!

Knowledge Transfer: What it is & How to Use it Effectively

<https://helpjuice.com/blog/knowledge-transfer>

Knowledge Transfer Process

<https://www2.gov.bc.ca/gov/content/careers-myhr/managers-supervisors/succession-management-bc-public-service/knowledge-transfer/knowledge-transfer-process>

Gaining Knowledge vs. Absorbing Knowledge

<https://www.integrify.com/blog/posts/gaining-knowledge-vs-absorbing-knowledge/>

Formal versus informal knowledge transfer – there's no substitute for structure

<https://www.getsabi.com/formal-versus-informal-knowledge-transfer-theres-no-substitute-structure/>



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More about the project:
knowmanproject.eu

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