



# RECAP OF DAY 2 KNOWLEDGE MANAGEMENT WORKSHOP





## SESSION THREE



- LEVERAGING KNOWLEDGE TO CREATE A LEARNING ORGANISATION
  1. Learning organisation – definition
  2. Organisational learning – institutional memory
  3. Organisation culture – shared vision
- QUESTION: Can organisations learn...or is it just people that learn?



# SESSION FOUR



- INTRODUCED
- KM processes, tools, and techniques in relation to Namibian Municipalities
- Three Pillars of KM – processes, ICT and People (and organisational culture)
- Selection of KM tools and techniques
- Can you list them





# SELECTED TOOLS



- Knowledge harvesting
- Benchmarking
- Brainstorming
- Storytelling
- After-Action-Reviews (AAR)
- Debriefing
- Coaching & Mentoring
- Peer Assist
- Exit Interviews (Knowledge-focused)
- Study Tours
- Twinning
- Knowledge Networking & Communities
  - Learning networks
- Communities of Practice

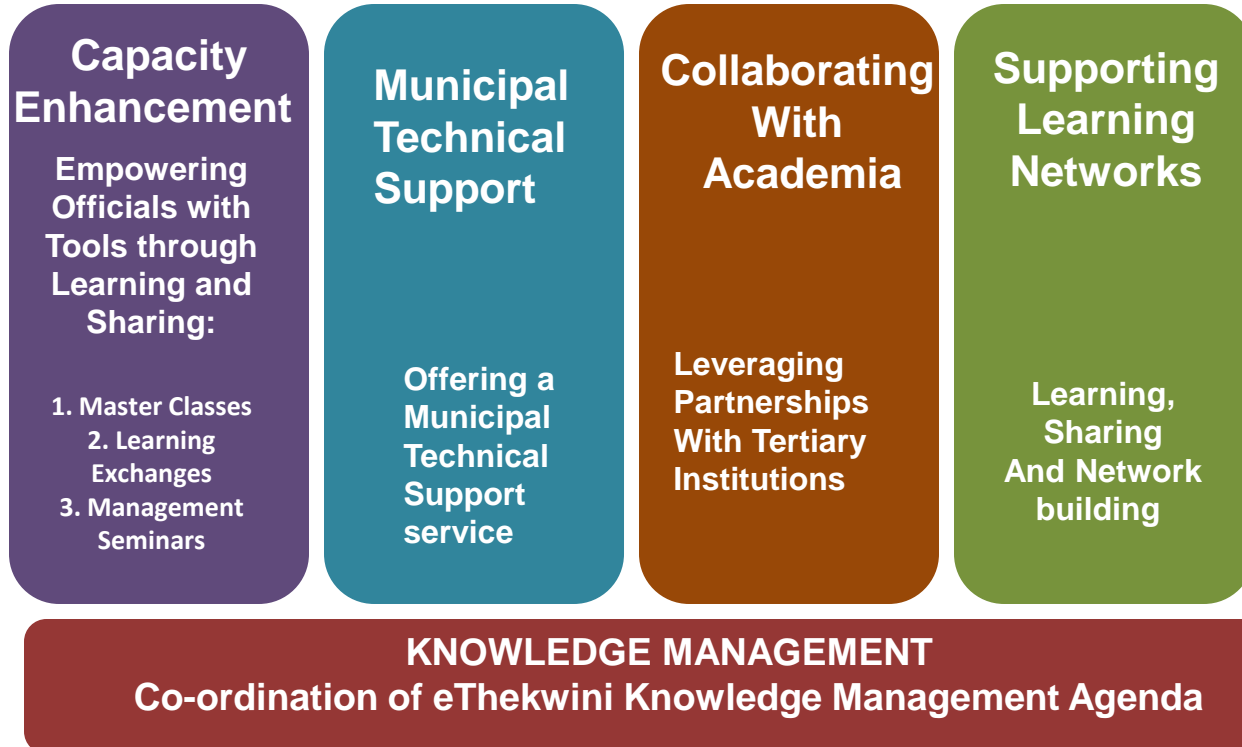




# MILE: ETHEKWINI CASE STUDY



## LEARNING PROGRAMMES





# SALGA



- Mandates, goals in relation to the B2B programme, context, strategic plan and Apex priorities
- \*Repositioning of SALGA as a centre of excellence, knowledge and intelligence
- One of the mandates: knowledge and information sharing
- Knowledge is power when shared



# SALGA cont...



- Why KM in SA local government and SALGA?
- Highlighted strategic pillars of SALGA KM programme
  - Knowledge exchange programmes; Partnerships and Hub
- SALGAs key KM programmes
  - Municipal barometer
  - Upcoming priorities
  - Hub
  - Documentation and sharing good practice
  - Centre for Leadership and Governance