

# R Recruitment & R Retention Workforce News

7<sup>th</sup> Edition – August 2008

The Recruitment & Retention Workforce News e-newsletter has been developed as a tool to increase the sharing of recruitment and retention practices and information across agencies within the State of Wisconsin. We will be making a publication change from bi-monthly to quarterly. Our next publication will be the first week in October, followed by January, April, July, and October of 2009.

## **Recruitment Update**

OSER has put together a tentative fall career fair schedule. It can be found on the Wisc.Jobs website under “Upcoming Career Fairs” or at [http://wisc.jobs/public/event\\_view.asp?eventid=58&evtype=2](http://wisc.jobs/public/event_view.asp?eventid=58&evtype=2).

## **Knowledge Management – Helping Save Our Vital Knowledge**

An organization’s knowledge may be one of its most important resources. As agencies begin to see the flow of retirements increasing, we are also aware that these valued employees have much institutional knowledge gained over many, many years. Loss of such knowledge can have both short-and long-term impacts on the accuracy and efficiency of our organizations. How do we manage this drip, drip, drip of knowledge loss?

Many are asking that question and Knowledge Management may be one good solution.



## **What is Knowledge Management? Why is it important?**

Knowledge Management comprises a range of practices used by organizations to identify, create, represent, distribute and enable capture and transfer of what it knows, and how it knows it. If knowledge is indeed important, organizations should invest and evaluate ways to increase their use of the knowledge already possessed. One interim step toward realizing this goal is to identify factors that

encourage or discourage knowledge transfer in organizations and implement strategies to boost organizational efficiency through better knowledge management.

### **How Do We Capture Our Vital Knowledge?**

There are a number of methods for developing a knowledge management system. But an easy start would be to follow these steps:

- Identify the knowledge holders within your immediate unit.
- Motivate them to share.
- Design a mechanism to facilitate the transfer.
- Design and implement a plan to capture, record and store institutional knowledge.
- Design a plan to measure success of the transfer.
- Identify ways to ensure employees are trained and can utilize the knowledge captured.

### **Best Practices in Knowledge Management**

Capturing institutional knowledge can be accomplished in a number of ways:

- Having incumbents create a Knowledge Network Map—who are their subject matter experts?
- Mentoring.
- Guided experience.
- Simulation exercises.
- Work shadowing.
- Paired work or use of surplus positions.
- Communities of practice.

Take time to consider what knowledge is vulnerable in your organization and consider researching a knowledge management program that you can implement.

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**\*Note:** Unlike other listservs, the only messages that you should receive for signing up will be the first week of each quarter when the e-newsletter goes out.