KM and Coronavirus

Overview at many scales
Learning scales

- World
- Nation
- Organisation
- Individual
Did KM help the world respond well?

- Yes
Country scale (knowing-doing gap)

- “The goal of the playbook is to assist in coordinating a complex US Government response to a high consequence emerging disease threat anywhere in the world” Obama playbook

- “Clearly, the Obama administration did not leave any kind of game plan for something like this,” Trump Senate leader, Mitch McConnell.
What makes a good response? Which practice is best?

- Look good
- Minimise deaths
- Look decisive
- Minimise economic disruption
Has KM helped during lockdown?

Digital working – YES

KM – not necessarily

But it exposes the NEED for KM
Change the conversation

- Talk not only about progress, but also about knowledge
- Not only “What did we do” but “What did we learn”
- Not only “What do we need to do” but “What do we need to learn”
- Not just “project deliverables” but “knowledge deliverables”
- Not only within our teams, but across teams, and within communities
- Set up the roles to manage the knowledge
How will KM play out post-Covid?

- Covid provides KM an opportunity to become part of the New Normal.
- It is up to KMers to seize this opportunity, and take a strategic role.
Individual scale

- Availability bias/Recency bias
- Confirmation bias
- Bandwagoning effect
- Choice-supportive bias
- Zero risk bias