KM4Dev Knowledge Cafè n. 19: Knowledge Management and Liberating Structures

SESSION: Unleashing everyone with Nadia von Holzen from Learning Moments
With Min Specs: https://www.liberatingstructures.com/14-min-specs/

Specify the absolute "Must dos" and "Must not dos" for tapping into the knowledge of everyone.
- **We want to hear all voices**
- **Consider all perspectives**
- **Value all experiences.**

**SO, WHAT DO WE NEED TO DO and NOT TO DO?**

1st Group

1. Generate a list of MUST-DO's and MUST-NOT-DO's. Put everything, brainstorm widely!###

- must do: set up and maintain a safe and joyful space to be together
- Must: Engage the introverts
- Must dos: build psychologic safety, trust. Talk / Dialogue, transparency
- must not: intimidate, ignore, one-up, bloviate, act superior
- Active listening and respectful environment, don't judge or assume
- DO lower barriers - emotional, psychological, technical, hierarchical …
- must do: personal short intro telling a relevant\ "micro-story"
- Must not dos: judge, criticize
- Silvia charming graphics
- Do: ask the youth and the elders
- must do: balance representation and conversation.
- Must dos: Must be based on evidence and facts, seek to learn others
- Must not dos: Don't assume you know already, do not impose opinion
- must not do: somebody's hobby horse dominating the conversation
- must do the work beforehand--manage expectations, make it easy to join, make it inviting, make it worthwhile
- Do regular & intentional follow up to ensure that message has been received clearly
- Finding a collective pace aknowledging that comes a different place
- must not do: getting lost in detailed data, knowledge is about the ESSENCE.
- Not do: don't rush the process

####2. Look at your list, test each item against the purpose statement. Can you violate this requirement and still achieve your purpose? --> Remove it if you see ways to achieve the purpose without it. Strive for minimalism/ narrow down to the essential/ select the 3 essential/ crucial ones. THIS ARE YOUR MIN SPECS!##

- create space, lower barriers, invite sharing experience (personalize/contextualize)

- MIN SPEC: welcoming and safe environment, clear purpose, chance to all to participate
- active listening, be patient, engage minorities
- Minimal specs: - what are the ESSENTIAL concepts? - balance representation and conversation - everybody should contribute something to the knowledge framework (content/process)
- MIN SPEC: must do Psychologic safety, Trust, dialogue
- 1. Don't overcomplicate things 2. Do listen in/ tune in to the flow, energy, emerging needs (allow space for emergence) 3. Lower barriers
- Lower barriers, engage people more, be patient & follow up
- Must do- collaboration, active listening, space for meaningful participation
- Oh -- Purpose! I agree with that one too!
- empathy as foundational
- read the room as my son says
- 1. Respect for diversity 2. Learning, learning and learning 3. No assumptions
- Good analogy - i'm in Italy and the fewer ingredients the better
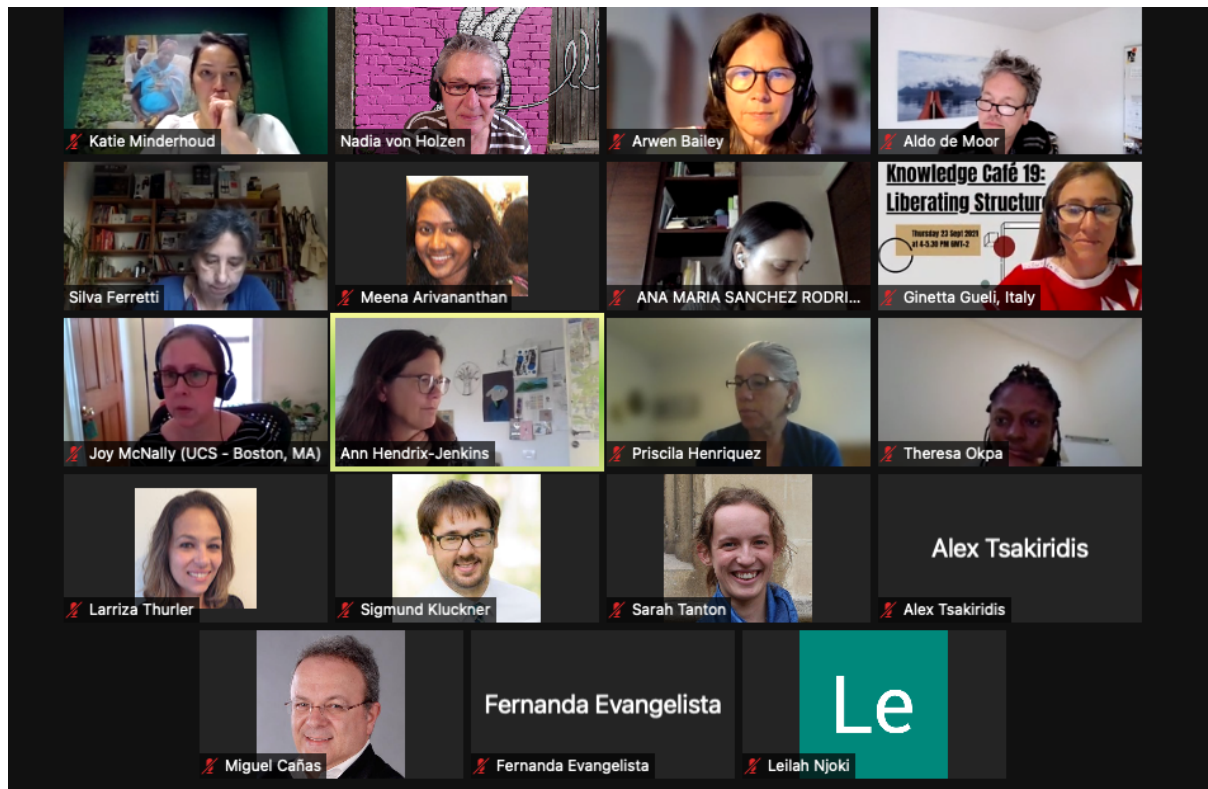
2nd Group

###1. MIN. Specify the absolute "Must dos" and "Must not dos" for tapping into the knowledge of everyone > Generate a list of MUST-DO's and MUST-NOT-DO's. Put everything, brainstorm widely! THESE ARE YOUR MAX SPECS###

- Talking too much. Lacking good structure for the conversation. Forcing/ expecting people to talk when they are not ready. Not leaving enough time for robust discussion. Not clarifying the objectives/ priorities of the meeting
- Creating rivalries and competition

- 'Listen' to who is speaking and who is not, what is being said and what is not
- Not dos: micromanagement, having one person dominate, keeping org power structure in meetings, silos and separation, communication not valued or trusted, sabotage, prepared meetings-presentations, agendas, not encouraged, tension, creating rivalries and competitive environment
- Encouraging rivalries amongst the groups of staff/teams
- Must do: encourage conversations; nurture knowledge sharing as a core part of organisational culture
- To Do List - Provide very friendly environment before any conversation starts and make it very informal
- To do (a bit philosophical) believe that all have something to contribute
- Must dos: Create time, having open agendas, value communication and feedback, encouraging communication across departmental or hierarchical structures, respecting each other opinions
- Must do: talk with participants in advance to check if/how they would like to engage

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- 1. Believe that has something valuable to contribute. 2. Be aware of power dynamics   3. Ask meaningful questions
- communication is the most efficient way of passing information and must be valued, one must take his/her time to understand different kinds of information and thus time must also be valued. And lastly each opinion should be valued because different persons got diffrent opinions.
- Three essential items: Make time to communicate, have proper space and environment to communication, value communication
- Recognise and value diversity of knowledge. Promote meaningful conversation & listening
- Listen, ask and make a record of the conversation
- Provide safe space
- Allowing one person to dominate a meeting situation; Micromanageemnt ; Allowing continuation of valuing the hoarding of information
- MUST DO Create a friendly environment - Believe that has something valuable to contribute - Know/ practice your skills/ tools to facilitate inclusiveness
- DO LIST: Informal atmosphere. Friendly Environment. Ask meaningful question. Not DO LIST: Not force anyone to talk. Lacking good structure for the conversation
- A gem I picked up Diana: Transition "I am what I know" to "I am what I share" in the new age of communication
- MUST DO. 1. Respect ones opinions and ideas. 2. value .
- MUST NOT DO Allow for rudeness - Ignore the quieter people - fall into traditional power structures