

Case study – Knowledge



CLEAR
Circular Economy Adult Training
ToolBox- Knowledge ReUse



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EQF level	EQF level	EQF level
4	5	6



1. Learning objective

Thanks to this case study, it is expected you learn:

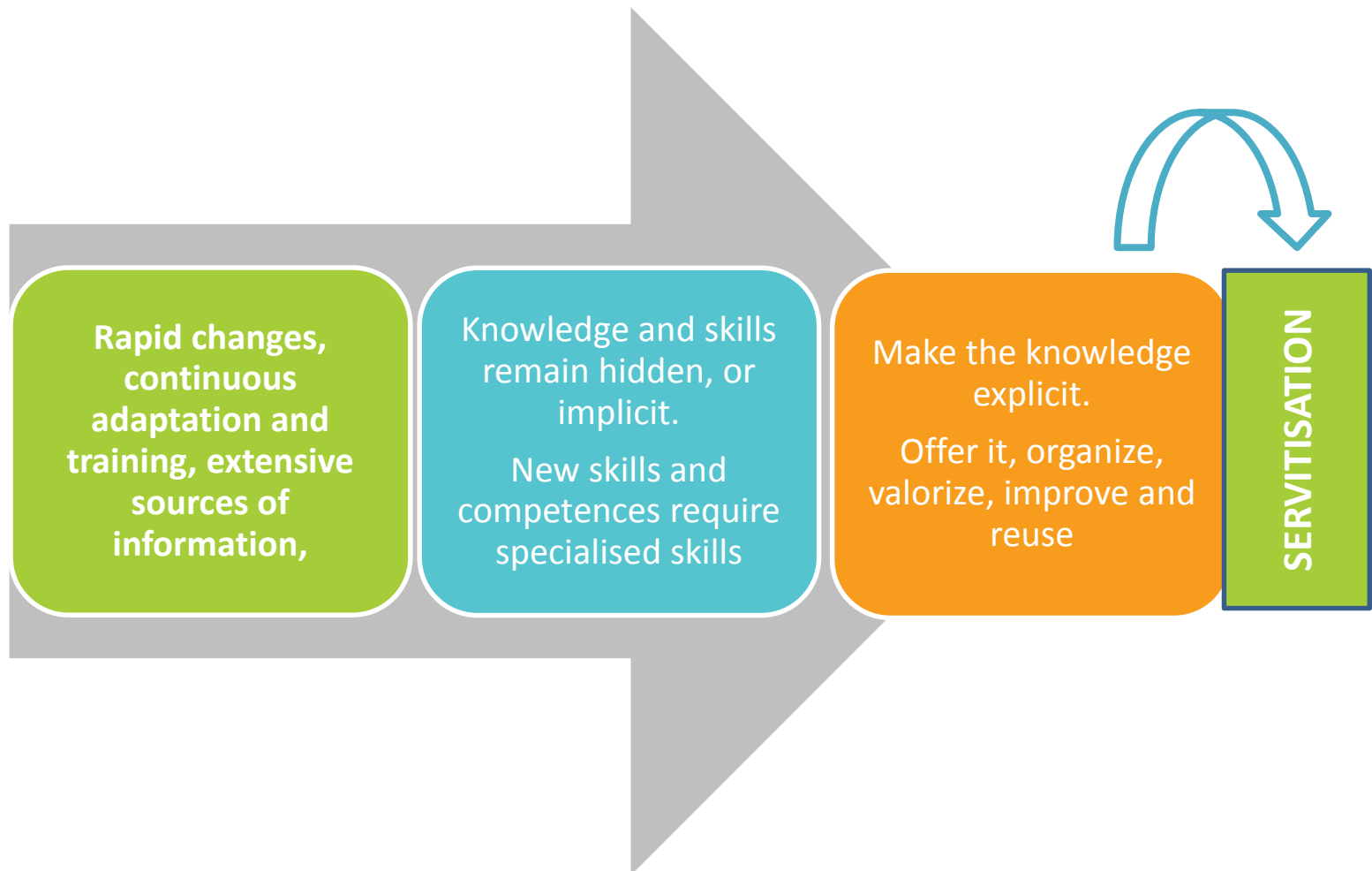
1. How to apply and use knowledge-based-servitization
2. To uncover tacit knowledge, express it and reuse it, making explicit.
3. To take advantage of that knowledge as a service in your organisation or team
4. To objectivise knowledge so it can be delivered to your customers or reused inside and organisation

Target group

Trainers, SME, Seniors



2. Case study description





3. Practical examples

Knowledge as a Service. KaaS

- Make explicit all your knowledge in your organisation, transform it and offer in any of available eLearning platforms to help others to move towards other added-services you can offer. Example <https://www.smebox.com/>

Knowledge as a meta-service (offering services to manage knowledge): artificial Intelligence and Big Data

- Transform hidden knowledge to some useful information using advanced tools. Help to solve other people challenges by understanding the context and environment and taking correct decisions
 - <https://www.ibm.com/watson/>
 - <https://analytics.google.com/analytics/web/>

Manage knowledge (inside your organisation or towards your customers)

- Provide the service of data organisation, classification, linking, exploitation, etc.
- Use social networks for dissemination and quality increase (thanks to feedback), wiki tools or virtual libraries. Example: open guides and manuals, free access to research and papers,
 - <https://doaj.org/>



4. Results and benefits

New business opportunities

Training services based on your expertise

Use your expertise for knowledge management of others

Instead of one-time work (consultancy) move towards continuous help and growing of organisations

More value added and benefits

Knowledge become something easy to re-use and improve

Discoverability and dissemination.
New customers engagement

Expertise and skills increase in the own organisation



5. Activity

- What are you best at (or your organisation)?
 - It can be a skill, but also if you know something that can be interesting for others, as a process, method, experience, know-how, etc.
- Instead of thinking on that for creating a product think on:
 - How that knowledge can be transformed, used and offered to others?
- Obtaining the benefit (social, economical or organisational)
 - Selling your knowledge (and at the same time, learning from others)
 - Providing your knowledge (e.g. dissemination, if you are an NGO or do you now have economic interest)
 - Increasing the competitiveness (inside your organisation, making explicit the tacit knowledge)
- Circular Economy
 - Which method would you apply to make the knowledge to be use, re-used, and improved?



6. Lessons learned



Organisations will need help continuously on knowledge management and updated information

By providing information or assistance, you will be at the same time learning. This also a way of circular economy

We are not talking about revealing secrets from your organisation, but on coaching and helping other organisation to manage better their own knowledge