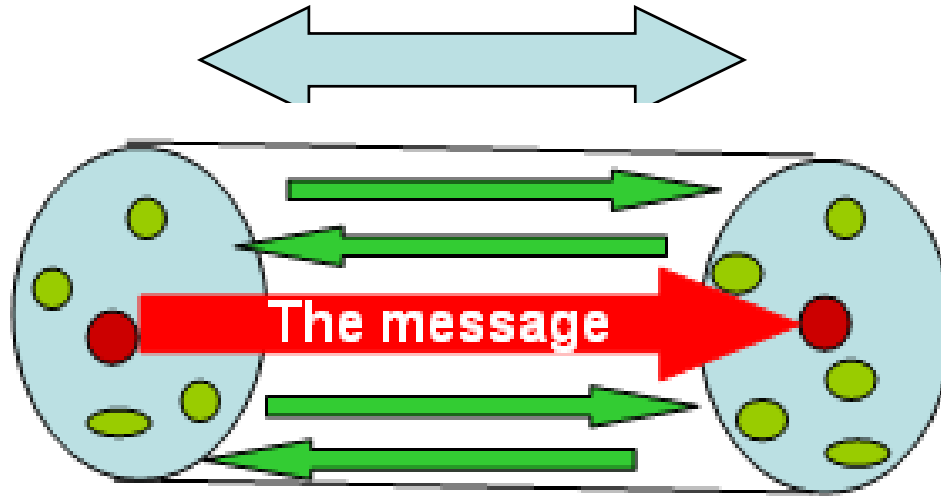


People tools for knowledge transfer

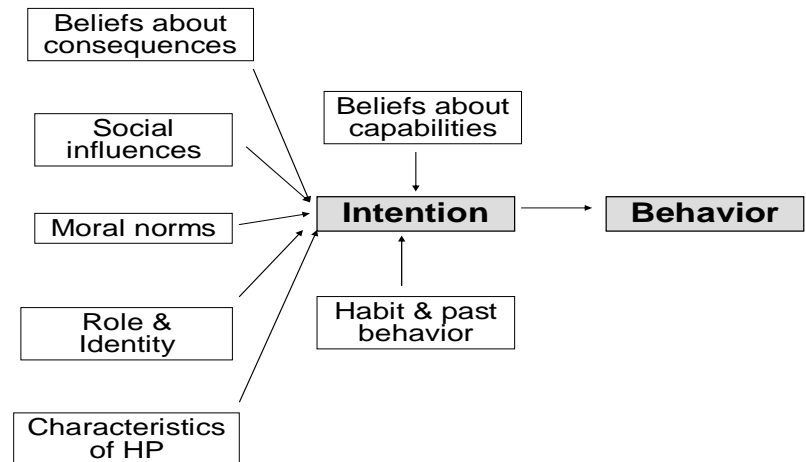
The role of Communities of Practice

John Parboosingh MB

“Bandwidth” of generative dialogue



“There is more to dialogue than the E-B message”



Its all in stories

DOMAIN

Communities of Practice

Groups of people who share a concern or a passion for something they do and collectively learn how to do it better as they interact regularly



E. Wenger

COMMUNITY

**SHARED
PRACTICE**

How do CoPs members talk about their practice?



- story telling
- Pulling (not pushing) evidence into conversations
- lateral mentoring

“Learning that occurs when we critically reconstruct practice”. (Wenger, 2001)

The goal of knowledge transfer is to facilitate changes in embedded patterns of behaviour

CoPs facilitate internalization of the message through generative dialogue

“Role of conversations”

“The biggest information repository in most organizations sits in the **heads** of those who work there, and

the largest communication network is the web of **conversations** that binds them.

Together, people, tools, and conversations — these form the “system.”

E. Coiera 2004

“Role of conversations”

“There is growing understanding that some aspects of (healthcare) education are better thought of as social constructs:

instead of being considered as expressions of a single individual’s abilities, they are conceived of as **the products of interactions** between two or more individuals...”

Kuper et al 2007

“Role of conversations”

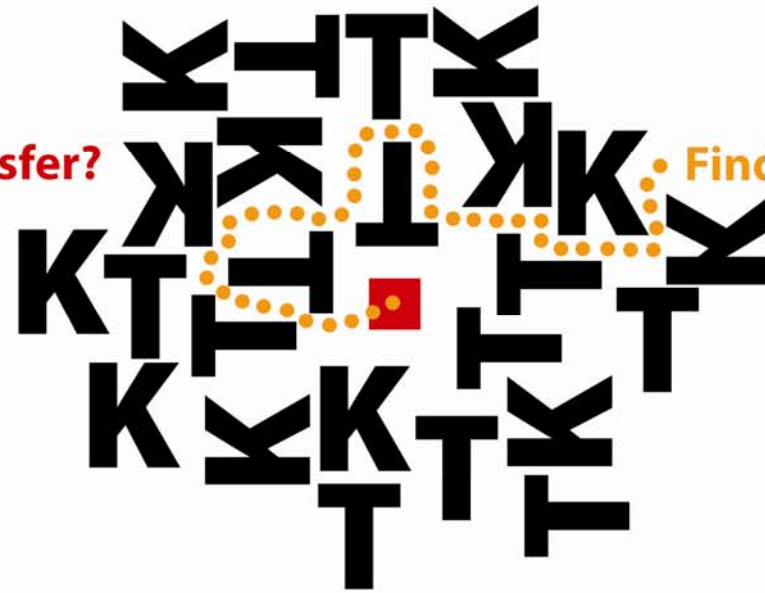
“We can always tell more than we can write down.”

So what are the characteristics of Communities of Practice that foster generative conversations?

Group Task

Think of a team or group in which you currently practice or have practiced in the past

Lost in Knowledge Transfer?



Finding Our Way Together

RTNA '08 Banff Rimrock Hotel September 28 - 30, 2008

People tools for knowledge transfer

Getting started with Communities of Practice (Part 2)

John Parboosingh MB

People tools for knowledge transfer

Getting started with Communities of Practice (Part 2)

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A CoP Journal



Three components of practice	List item, stories & topic discussed	List sources of information mentioned	List options for solutions, potential actions	List ACTIONS members intend to take, (pilots, experiments)
<u>Service Provision</u> What is running smoothly and providing job satisfaction? Share proud or exemplary practices				
<u>Work Barriers</u> What problems are bugging members and creating frustration in the job? What fires have you had to put out?				
<u>Career Development</u> What new skills members wish to achieve? What literature you share? What career plans & certification requirements do you discuss, eg. PDPs?				



Practice Circle

A practical approach to knowledge transfer in CoPs



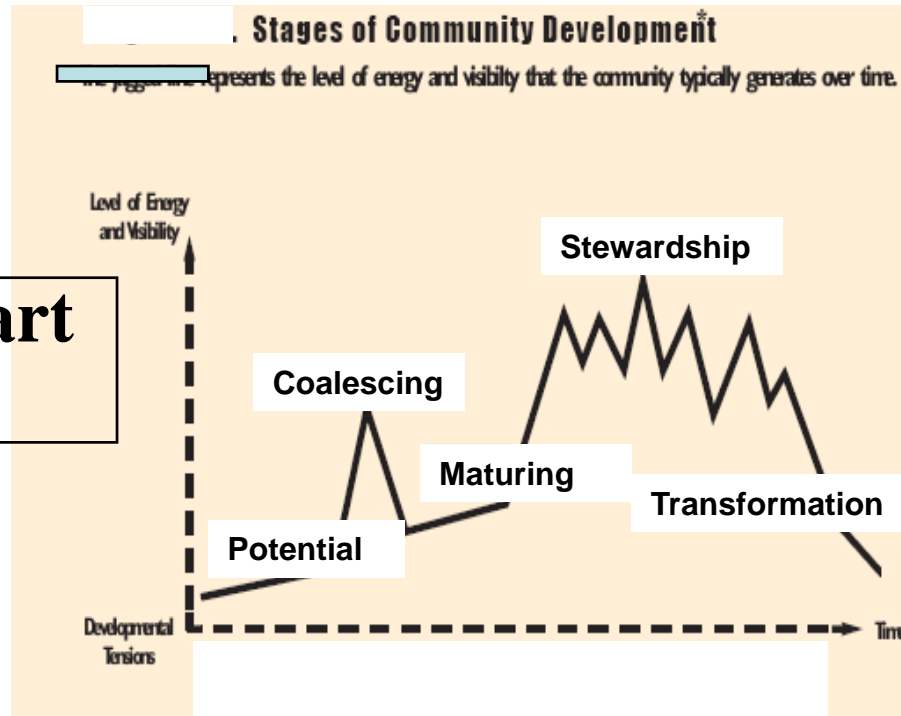
Assists practitioners to create a clear picture of how the select care practice is currently done by different individuals and to internalise the gap between current reality and the best practice they strive to achieve.

KTA Design Workshops

Tools for CoP Facilitators



- materials for CoP workshop participants -



**How to start
a CoP**

**How to assess
value of CoPs**

**How to be a
CoP
Facilitator**

**How to
revitalize a
CoP**



Thank you for your attention

John Parboosingh

Email: parboo@telusplanet.net