**Organizational Systems: Knowledge Management**

After completing this activity you will be able to:

* Identify, compare and contrast approaches to knowledge management

**Step 1: Individually Complete**

For these three popular knowledge management approaches, provide a definition as well as an example of how it might be used by an organization.

1. **Knowledge repository**
* Definition
* Example
1. **Community of practice**
* Definition
* Example
1. **Open innovation**
* Definition
* Example

**Step 2: Discuss as Teams**

Compare your answers. Reach consensus on the definition and examples.

**Step 3: Discuss as a Class**

**Step 4: In Teams**

For each of the following scenarios, identify appropriate knowledge management tools to aid in the decision (note: it may be one of the three already covered or something else).

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| --- | --- | --- |
| **Scenario** | **KM Tool** | **How and why to use it?** |
| Starbucks: create a new coffee flavor |  |  |
| Temple University: design a new library  |  |  |
| Philadelphia Eagles: identify target players to draft |  |  |
| Temple student: find a summer internship |  |  |

**Step 5: Discuss as Class**

**Step 6: Answer these short-answer questions (individually)**

1. Frito Lays and Legos have both used open innovation initiatives to develop new products.

- What are potential benefits for this approach?

- What are potential drawbacks?

2. What is something you learned doing this activity?

**Step 7: Rate this activity (individually) and submit completed activity sheet from your Temple email account to upload.Unit\_3\_.o5kicav952@u.box.com**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Ratings** | 1 Completely Disagree | 2 Somewhat Disagree | 3 Neutral | 4 Somewhat Agree | 5 Completely Agree |

|  |  |
| --- | --- |
| **Statement** | **Rating (1 to 5)** |
| This is an engaging activity. |  |
| This activity helped me learn more about today’s topic. |  |
| This activity should be included in future classes. |  |
| Anything else you want the instructor to know? |