



APPROACH

APPROACH: Workshop for Knowledge Sharing - Interactive Employee

How to become a knowledge sharing organization

V A A S A U N I V E R S I T Y O F A P P L I E D S C I E N C E S

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Agenda



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- 1 . I n t r o d u c t i o n
- 2 . T a s k 1 : K n o w l e d g e S h a r i n g i n
O r g a n i z a t i o n a l C u l t u r e
- 3 . T a s k 2 : K n o w l e d g e S h a r i n g T o o l s
- 4 . T a s k 3 : T h e w a y t o B e c o m i n g a
K n o w l e d g e S h a r i n g O r g a n i z a t i o n
- 5 . D i s c u s s i o n





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Introduction

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Task 1: What Are Knowledge Sharing Practices?



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- Structured activities and organizational arrangements
- Designed to facilitate the exchange of relevant knowledge among employees
- Aim to enhance:
 - Innovation
 - Organizational learning
 - Performance at all levels of the organization



Task 1: Why Knowledge Sharing Matters?



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- **Strengthens collective expertise:**
 - When knowledge is shared openly, employees gain access to a wider pool of insights, experiences, and skills.
 - This builds organizational capability and reduces dependency on a few key individuals.
- **Accelerates problem -solving and decision -making:**
 - Shared knowledge allows teams to solve issues faster by leveraging past experiences and best practices.
 - Better information leads to more informed, higher -quality decision s.
- **Prevents knowledge loss:**
 - Capturing and sharing knowledge reduces the risk of losing critical know -how when employees leave or change roles
 - .Ensures continuity and supports business resilience.
- **Supports continuous improvement and adaptability**
 - Shared learning encourages experimentation and improvement of processes, products, and services.
 - Helps the organization adapt more effectively to change and remain competitive.



Task 1: What Drives Knowledge Sharing at the Organizational Level?



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- Leadership encouragement: modelling and supporting knowledge-sharing behavior
- Structured processes: defined workflows, platforms and routines for sharing knowledge
- Incentives: recognition, rewards or motivations to engage in sharing
- Corporate culture: values and norms that promote trust, openness and collaboration



Task 1: Knowledge Sharing in Organizational Culture



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1. Go to the Miro board and locate the 5 canvases prepared for this activity.
2. Each team should move to the canvas that displays your organization's flag.
3. On your assigned canvas, work together to complete the following:
 - Write 2 aspects of your organization's culture that support knowledge sharing.
 - Write 2 aspects that hinder knowledge sharing.
 - Propose suggestions or actions that could improve knowledge sharing in your organization.
4. Make sure your points are clear, specific, and based on your team's shared experience.
5. When finished, be prepared to briefly present your insights to the larger group.



Task 2. Knowledge Sharing Methods and Tools



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- Knowledge sharing enhances efficiency by reducing redundant work and improving productivity.
- Digital tools, such as Teams and Slack, and shared drives, enable collaboration, social interaction, and information sharing across organisational and geographical boundaries.
- Because communications in virtual platforms can be ephemeral, teams need structured documentation, such as recording important meetings or archiving knowledge sharing session to preserve and make knowledge easily retrievable.
- Promoting knowledge sharing through diverse methods is essential, as these interactions increase opportunities for communication, strengthen trust and friendships, and encourage mutual learning.



Task 2. Knowledge Sharing Methods and Tools



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- The survey assessed 30 knowledge sharing methods and 26 digital tools.
- Understanding how different methods and tools work together helps us see which ones are most effective and where improvements can be made.

Methods	Digital tools
<ul style="list-style-type: none"> Methods ranged from structured approaches (e.g. after action review, benchmarking) to informal practices (e.g. lunch and learn, storytelling) Included both traditional and innovative techniques such as coaching, mentoring, brainstorming, workshops and communities of practice. 	<ul style="list-style-type: none"> Tools ranged from widely used solutions (e.g., Email, Collaboration Platforms such as Teams and Slack, Document Management Systems like OneDrive and Dropbox) to more interactive and creative options (e.g., Online Whiteboards, Blogs, Podcasts). Included both traditional and innovative tools, reflecting a mix of structured communication channels and emerging digital platforms designed to support collaboration and knowledge exchange.



Task 2. Knowledge Sharing Methods and Tools



- Key findings:

Methods	Digital tools
<ul style="list-style-type: none"> Top-rated methods: Meeting, Training, Workshops and Brainstorming <ul style="list-style-type: none"> These are structured and interactive approaches that organisations rely on heavily. Lowest-rated methods: Role Play, TRIZ and SCAMPER <ul style="list-style-type: none"> These are more creative or experimental techniques, which seem to be less commonly used. Country highlights: <ul style="list-style-type: none"> Ukraine & Belgium: Consistently high scores. Finland, Czech Republic & Greece: Strong in traditional methos but weaker in creative techniques. 	<ul style="list-style-type: none"> Most used tools: Email, Collaboration Platforms (Teams, Slack), Document Management Systems (OneDrive, Dropbox) Least used tools: Blogs, Podcasts, Project Management Platforms Country highlights: <ul style="list-style-type: none"> Ukraine & Belgium: Consistently high rating across multiple tools. Finland, Czech Republic & Greece: Good use of standard tools but lower scores for interactive and creative platforms like Podcasts and Online Whiteboards.



Task 2. Knowledge Sharing Methods and Tools



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1. Go to the Miro board and locate the **canvas assigned to your team** .

Each canvas has the respective organization flag next to it; make sure you are working on the one for **your team** .

2. On your canvas, discuss and document the following:

- **Current Issues**

List the **current problems or challenges** your team faces with the tools and methods you use today.

- **Tools Currently Used**

Identify the **tools and methods** your organization/team is currently using (e.g., communication tools, repositories, platforms, workflows).

- **Suggestions to Fix the Issues**

Write down **specific suggestions or actions** that could solve or reduce the issues you identified.

- **Tools That Could Help**

Propose **tools or methods** (new or improved use of existing ones) that could support these solutions.

3. Keep your notes **clear, concise, and collaborative** —everyone should contribute insights.

4. Be prepared to **summarize your canvas** during the group debrief.



Task 3: The way to Becoming a Knowledge Sharing Organization



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- The survey responses suggest that while technological tools and formal structures are important, they must be complemented by cultural change and individual engagement.
- Findings from the survey:
 - **Leadership & Culture** : Build psychological safety and trust, with visible support from top management to normalize open sharing.
 - **Blend Formal and Informal Practices** : Combine structured methods (workshops, mentoring) with informal exchanges (coffee breaks, Lunch & Learn) to embed sharing in daily work.
 - **Leverage Digital Collaboration** : Use integrated platforms (Teams, SharePoint, Miro) to enable real-time interaction and creativity in hybrid environments.
 - **Institutionalize Innovation** : Introduce hackathons, idea campaigns, and failure reviews to foster experimentation and continuous learning .



Task 3: The way to Becoming a Knowledge Sharing Organization



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1. Move to your assigned breakout room with your team.
2. Together, discuss what it would take for your organization to become a truly knowledge-sharing organization.
3. As a team, agree on the following three elements:
 - WHAT: Identify one concrete suggestion or initiative your organization could implement to strengthen knowledge sharing.
 - HOW: Determine the tools, methods, or practices that would help you put this suggestion into action.
 - WHY: Explain why this approach would be effective and how it would improve knowledge sharing and benefit the organization.
4. Capture your final WHAT – HOW – WHY clearly so you can share it during the group debrief.
5. Choose one person to present your team's idea when you return to the main session.





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THANK YOU

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