

# Good practices to implement by Melissa Manga & Erica Nieminen, Skema Students

## Key Success Factors

70% of knowledge acquisition comes from day-to-day activities, via the flow of work, tools, e-mails, simulators, wikipedias etc.

Social interaction and building human relationships are on the essence of a successful knowledge sharing. Shared individual and organizational goals are vital.

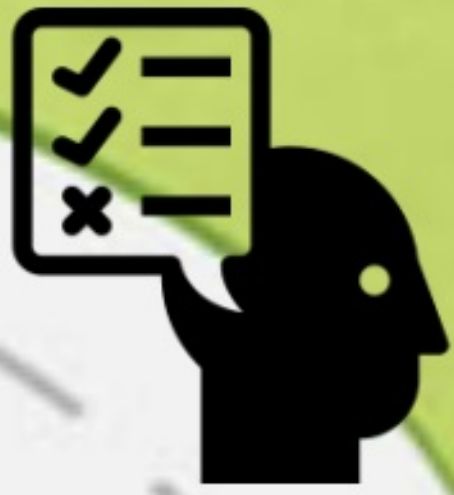
However, how to make these tools more efficient while taking into account the human dimension?

### 1. Creation of a "Knowledge Spot"



Devote 10% of business time for people to interact and share acquired knowledge.

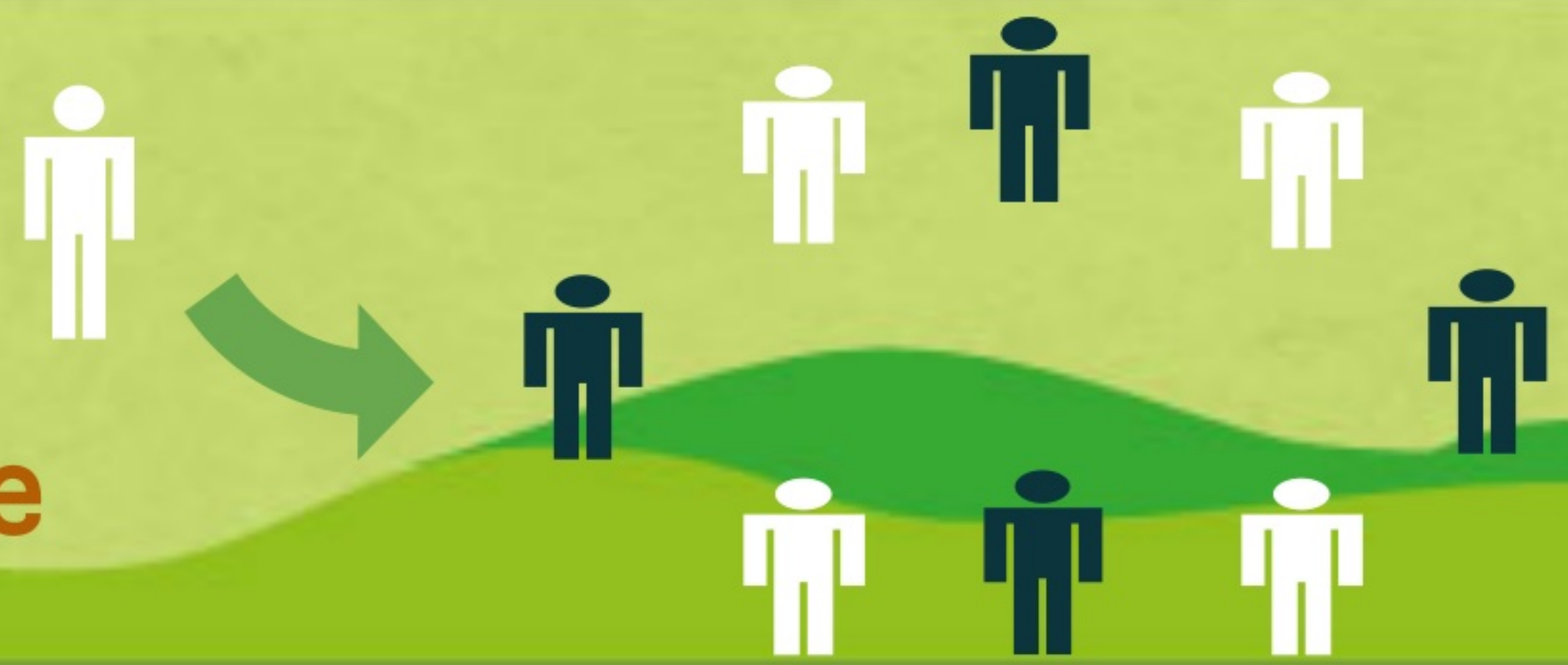
### 2. Quiz Game



Based on the knowledge from tools and resources available, employees have to answer questions, and if answered wrong, device gives a name of whom within the company to find in order to get the solution.

A fun and interactive way, with a chance of recognition and self-fulfillment.

### 3. Weekly Challenge



A colleague acquires a specific knowledge, and on a company platform, challenges another colleague to share best practice, a solution etc.

Incentive: If the named person fails to complete the challenge within the timeframe given, he or she has to buy croissants for everyone at the next meeting etc.