

<p>“Explicit knowledge”</p> <hr/> <p>Knowledge that is easily codified and conveyed to others</p> <ul style="list-style-type: none"> ▪ Start- and stop-points ▪ Success standards ▪ Training in support of task qualification 	<p>Slide 8 “Explicit knowledge”</p> <p>NOTES:</p>
<p>“Tacit knowledge”</p> <hr/> <p>'how-to' information based on clues, hunches, instinct, and personal insights</p> <ul style="list-style-type: none"> ▪ Job aids 	<p>Slide 9 “Tacit knowledge”</p> <p>NOTES:</p>
<p>“Knowledge half-life”</p> <hr/> <p>The point at which the acquisition of new knowledge is more cost effective and offers greater returns than the maintenance of existing knowledge</p>	<p>Slide 10 “Knowledge half-life”</p> <p>NOTES:</p>
<p>Managing knowledge causes performance improvements that lead to strategic results</p> <hr/>	<p>Slide 11</p> <p>NOTES:</p>

<p>Are you managing knowledge or trying to do SAT better?</p> <hr/>	<div>Slide 15</div> <div>NOTES:</div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div>
<div>EXERCISE RESULTS</div> <hr/> <p>Identify your current practices as either:</p> <ul style="list-style-type: none"> - Behind the curve: doing same things, only better - Cutting edge: emphasis on strategic results 	<div>Slide 16EXERCISE RESULTS</div> <div>NOTES:</div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div>
<div>Examples</div> <hr/> <p>Behind the curve</p> <ul style="list-style-type: none"> ▪ Using initial lesson plans to conduct requalification training ▪ Continuing training decisions based on original JTA ▪ Linear SAT process ▪ “Stack and track” feedback resolution 	<div>Slide 17Examples</div> <div>NOTES:</div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div>
<div>Examples</div> <hr/> <p>Cutting Edge</p> <ul style="list-style-type: none"> ▪ Lesson plans ▪ Continuing training decision ▪ SAT process ▪ Feedback resolution 	<div>Slide 18Examples</div> <div>NOTES:</div> <div></div> <div></div> <div></div> <div></div> <div></div>

<div>Why use Knowledge Management?</div> <div>KM has the ability to achieve something that training alone has not been able to do.</div>	<div>Slide 22Why use</div> <div>NOTES:</div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div>
<div>MY CONCLUSIONS</div> <div><ul style="list-style-type: none">▪ People cause organizations to run well or not at all▪ Emphasis on people is very important▪ SAT can be made to be more focused on people through the use of knowledge management</div>	<div>Slide 23MY CONCLUSIONS</div> <div>NOTES:</div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div>