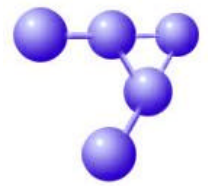


# Communities of Practice

Knowledge Management through  
Relationships inside a mining company

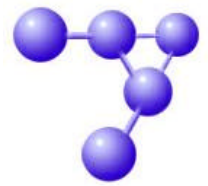


# ..communities..

Is all about:

- Working together
- Learning
- Using human resources

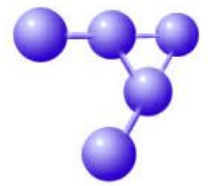
# Is it something new?



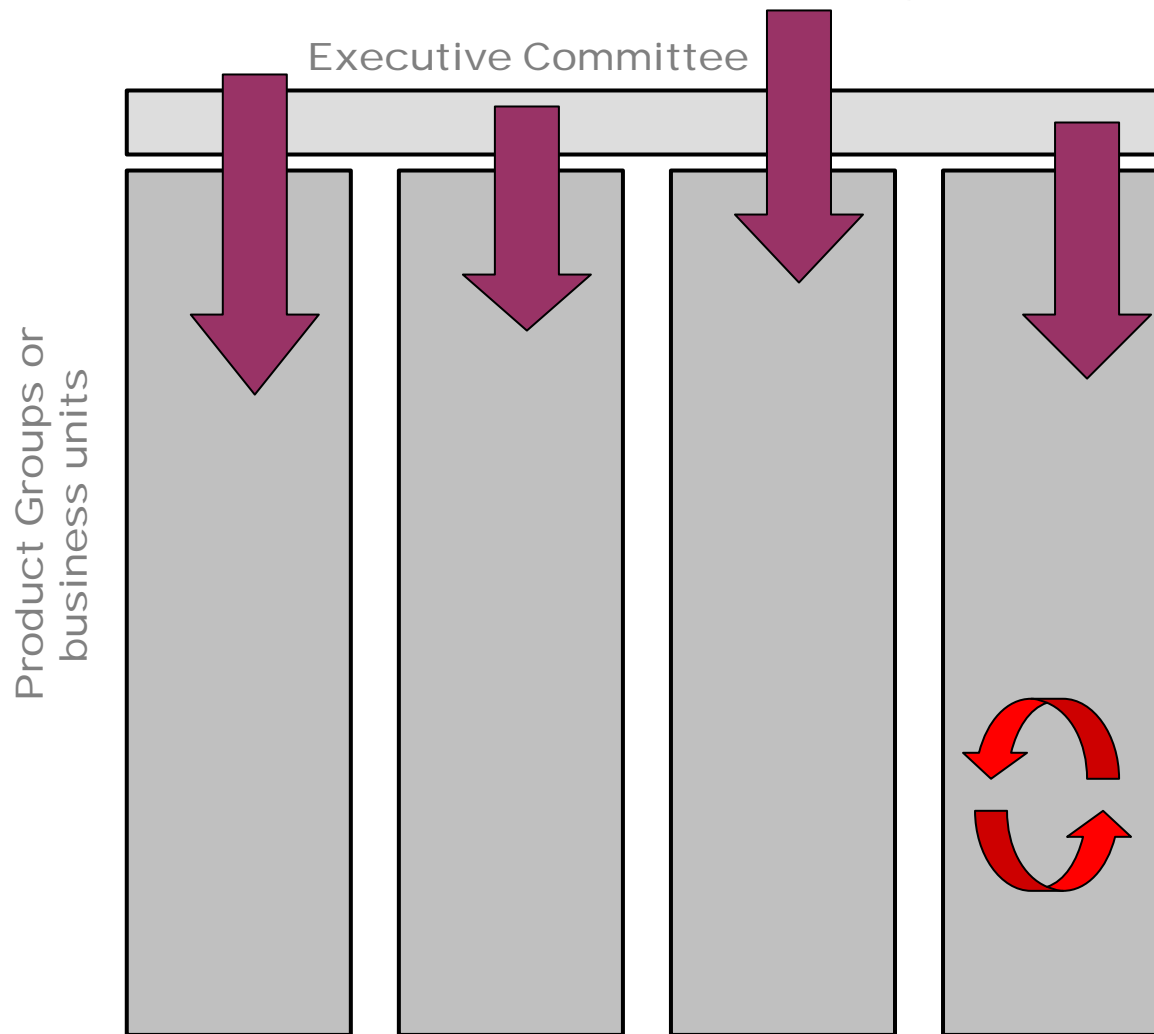
**No. Surely there are already networks inside and outside your company that collaborate.**

Considerations:

- To consult a colleague through e-mail, you need to know who to send it
- When an expert is leaving, he will take his experience and knowledge

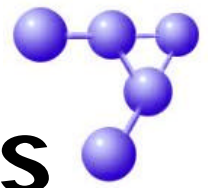


# Typical organization

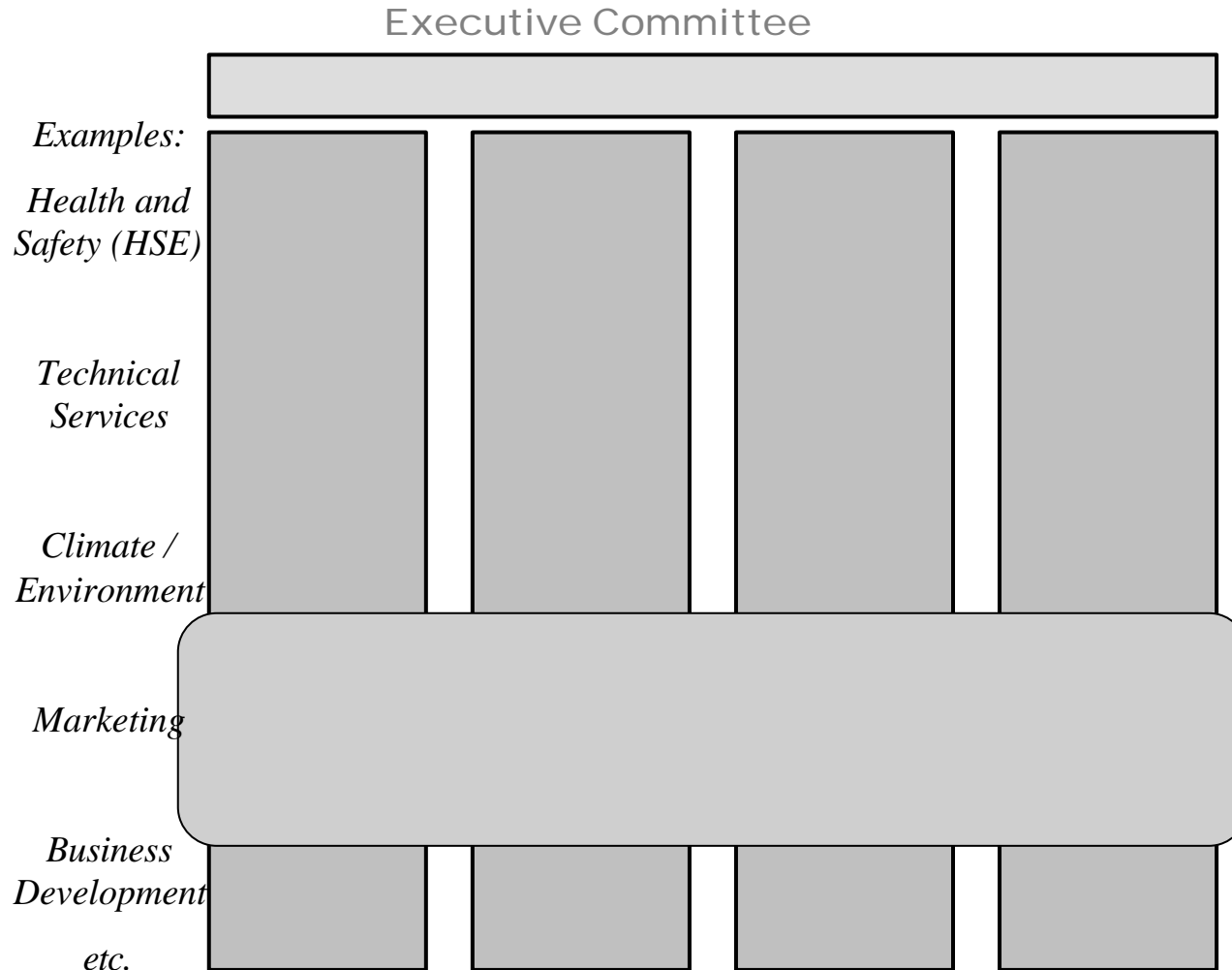


A mining company is typically organized in different PG's or BU's. The organization is a so-called 'silo' with little interaction between the different sections.

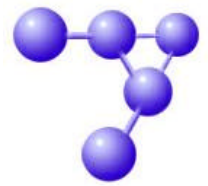
Local groups work together in an informal or formal way; they form isolated pockets of knowledge.



# Working across the silos



Allows the groups of local experts / participants to work together in their practice, and to share knowledge and best practices inside the organization, discuss ideas for innovation etc. Participants can get in touch with people outside their 'silo'.



# Collaboration

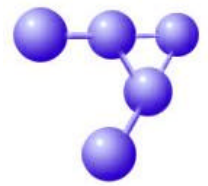
Communities (of practice)

[general development, identification,  
organic lifecycle]

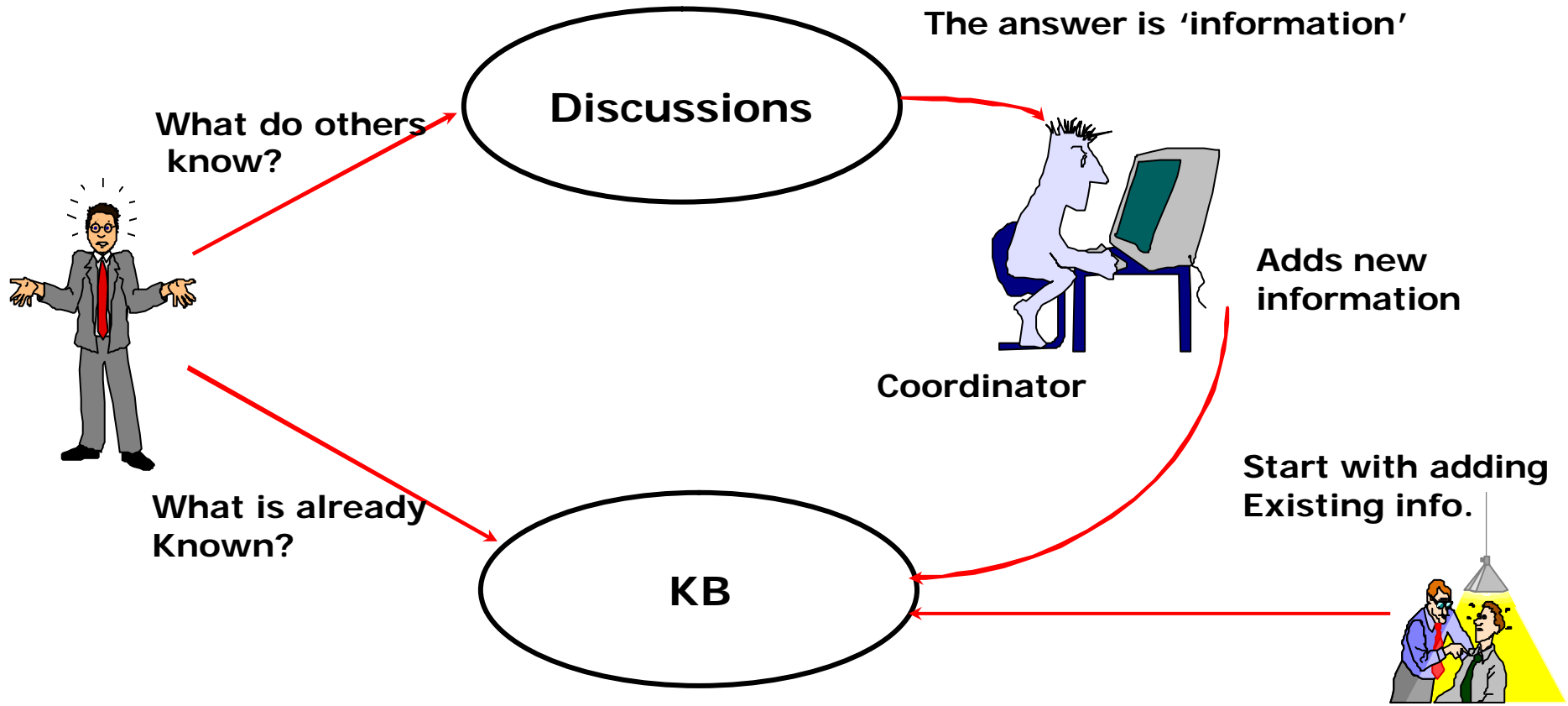
Virtual teams

[goals, project, limited life span]

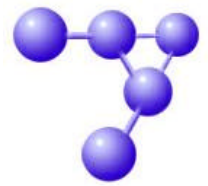
*These incentives  
have a very distinct  
approach!*



# The concept



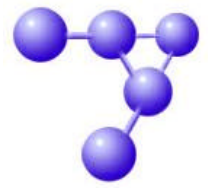
Base concept  
by Shell EP



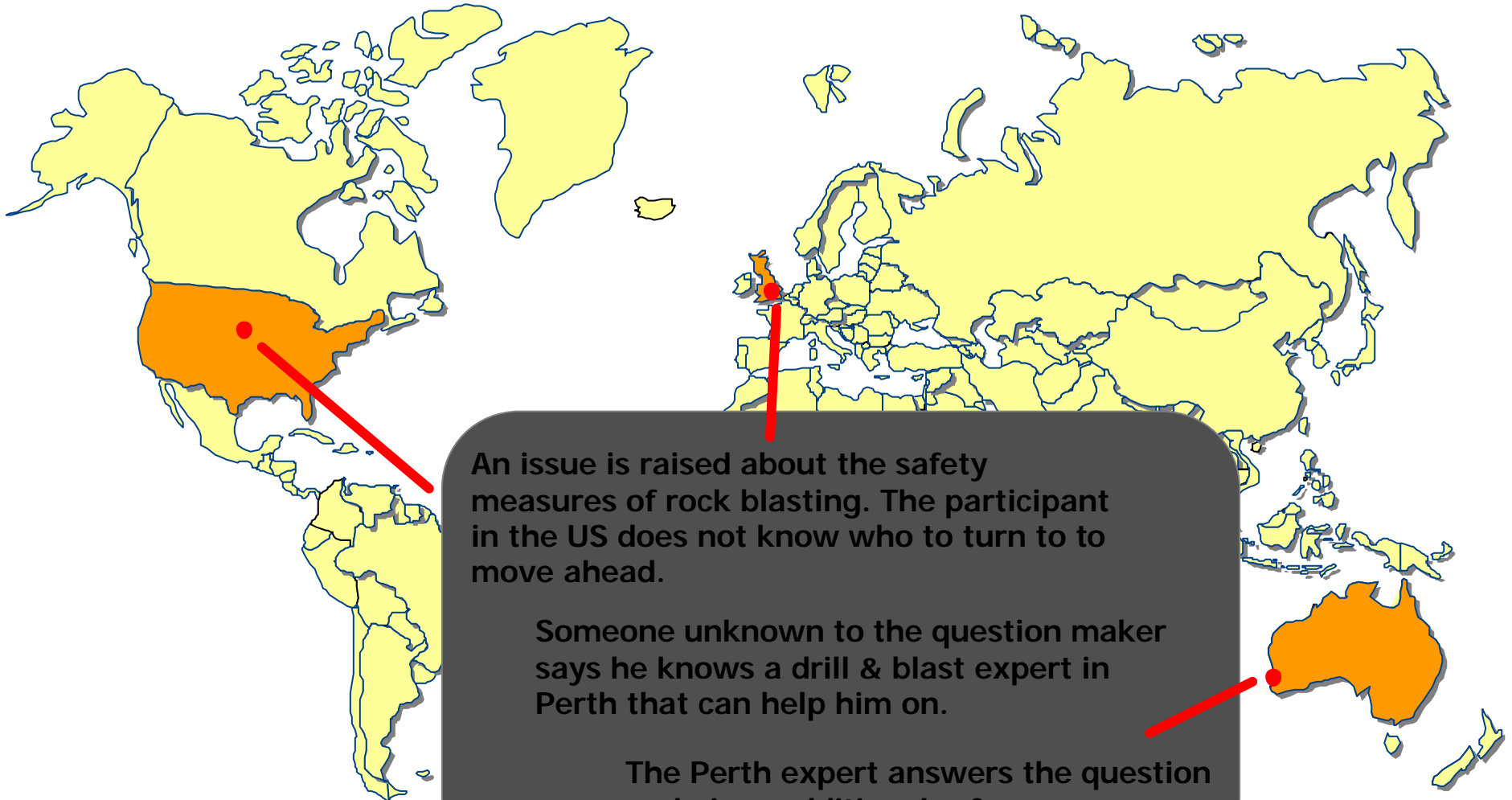
# Benefits

- Reduce organizational barriers
- Solve problems
- Incentive to share knowledge
- Create ideas
- Reduce the learning cycle

And more..



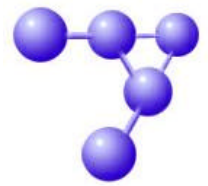
# example



An issue is raised about the safety measures of rock blasting. The participant in the US does not know who to turn to to move ahead.

Someone unknown to the question maker says he knows a drill & blast expert in Perth that can help him on.

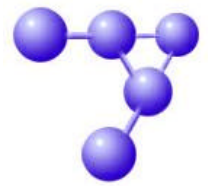
The Perth expert answers the question and gives additional references



# Value proposition

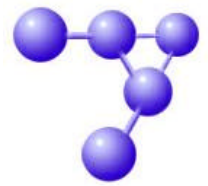
- Share isolate pockets of knowledge
- Transform ideas into best practice
- Innovation
- Allows participation
- Share and capture knowledge

samples..



# What works?

Mining companies look more than any other one, like the Oil and Gas industry, because of its way of working and the way the companies are organized. Having worked with these kind of companies with rich and valuable experiences (BP, Conoco, Shell, Rio Tinto) efios has identified the 'success ingredients' of working with communities of practice.



# Questions?

Erik van Bekkum

<http://www.efios.com>