

Title of Case:

Teaching and Learning About KM Using Social Software

Presenter's Name, Position and Organisation:

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The Background and Purpose of the KM Effort in the Case

The KM course was offered to 24 adult learners of the Diploma in Library and Information Management. It was aimed at training information workers and future knowledge managers who are working in the industry.

What You Did

Social softwares like Blogs, Wikis, Discussion Forum and Skype were used to facilitate students' knowledge sharing. Students had to use these softwares to complete a graded KM project for their workplaces. Organised interactive activities outside the classroom, for learners to network with invited KM guest experts via discussion forum and audio conferences. Learners had the opportunity to also consult various KM experts relating to their KM projects.

A project briefing was done at the beginning of the semester. Progress monitored periodically by ongoing feedback and assessment on the quality of the entries, discussions and presentations. These entries were required for the graded project report and presentation submitted at the end of semester.

Lessons Learned

Some adult learners were not well-versed in using these softwares. We had to give extra coaching and encouragement to them. We gave the learners incentives to participate by awarding marks that will add on to their final grades and giving them opportunity to increase their KM social network by engaging with KM experts overseas.

Need more time and resources to organize and facilitate these additional interactive activities outside of the classroom, as compared to the traditional and passive classroom learning. Both learners and facilitators had great fun throughout the project.

Impact and Benefits

Students learnt best when the graded KM project was related to solving the realistic KM issue faced by the organizations they are working for. The use of KM social softwares allows learners to interactively learnt from fellow peers, facilitators and other KM experts via the discussion forums and audio conferencing.

Upon completion of the course, learners are now able to use these KM social softwares as they work on other KM initiatives in their organizations.

The successful implementation of this project can be attributed to the culture of knowledge sharing and exchanged made possible by the good relationship developed amongst facilitators, learners and even the KM guest experts. The trust built amongst all participating collaborative partners helped in the smooth delivery of this project.