

What is Knowledge Harvesting?

Tuesday-May 15
10:30AM-12:00PM
Room: 103AB
Larry Wilson

Contributions from John Burnet

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Contents

The Nature of Expertise
Types of Knowledge
Knowledge Harvesting, Knowledge
Retention, and Knowledge Management

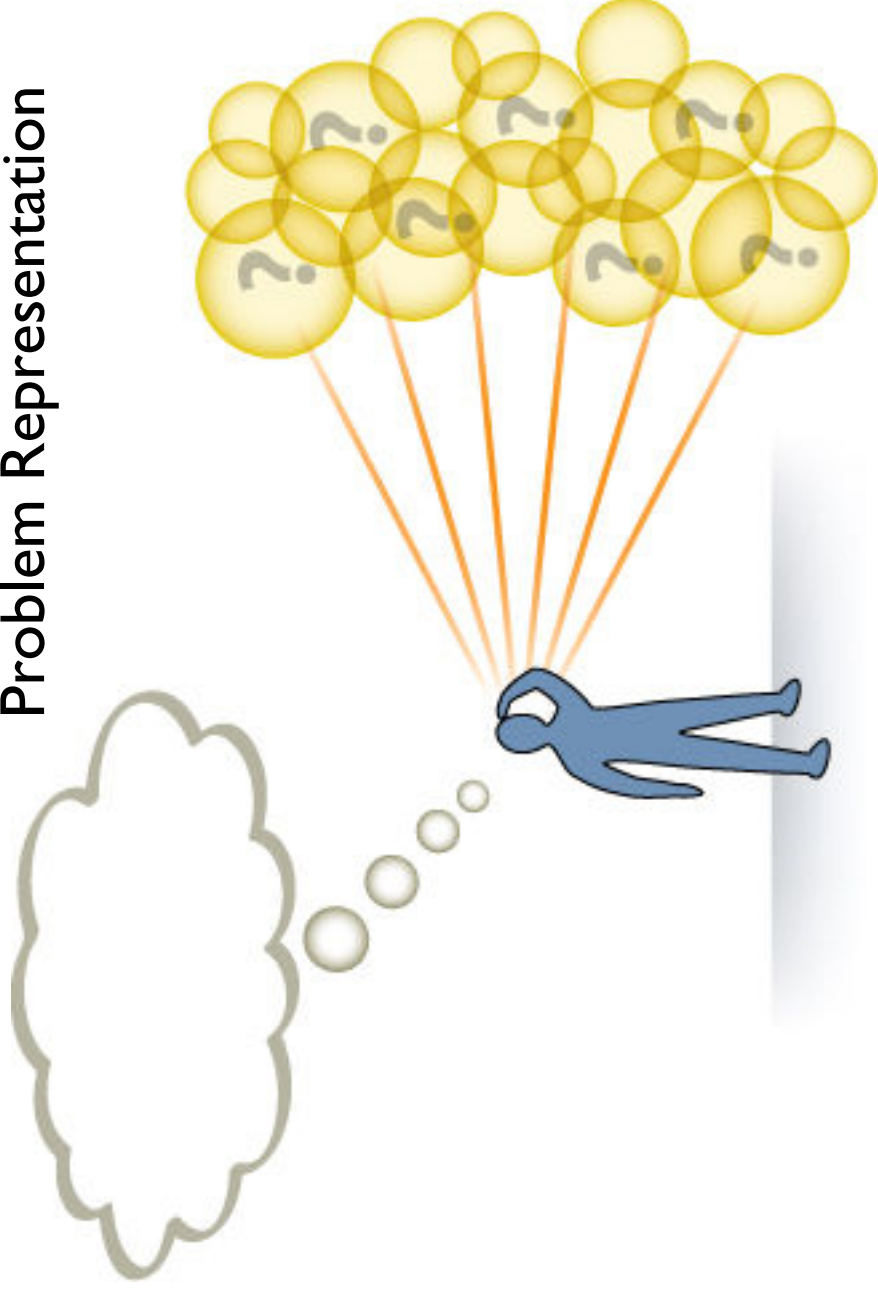
KH Stages, Tasks, and Milestones

KH versus Technical Writing

The Nature of Expertise

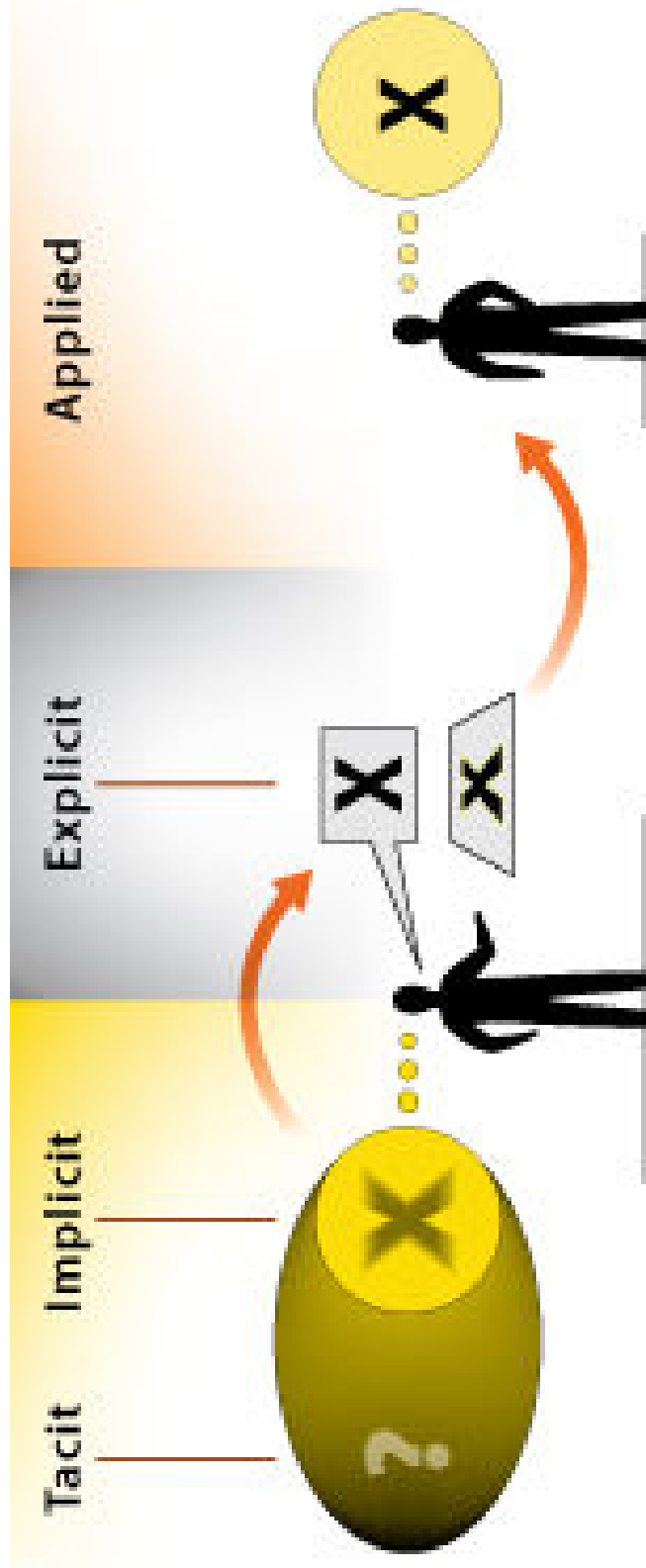
Larger and More Integrated Cognitive Units (Chucks)
Automaticity

Self-monitoring Skills... Reflection, Metacognition
Problem Representation

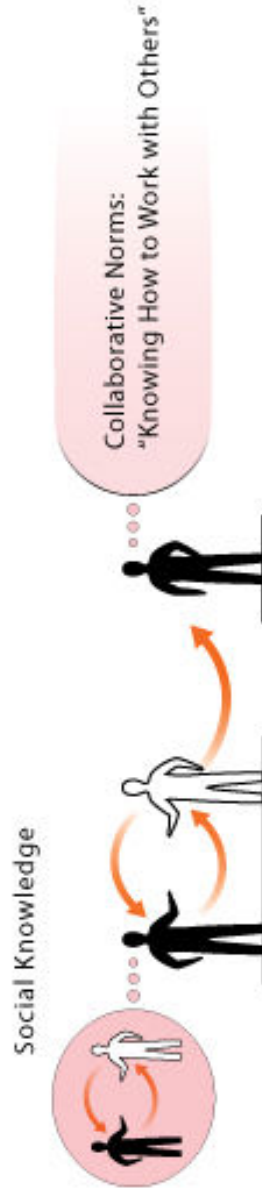
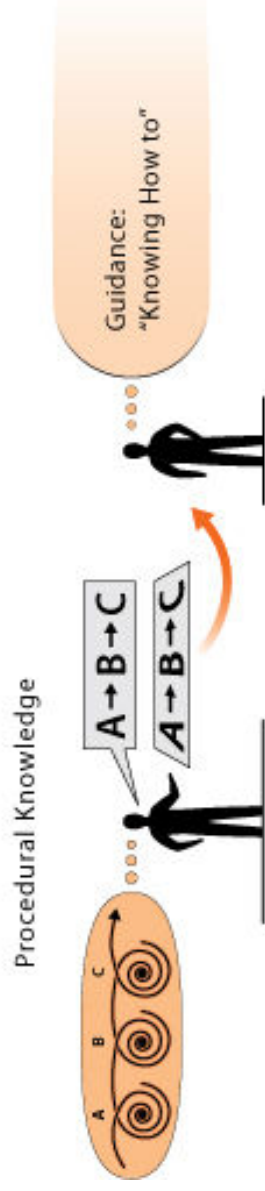
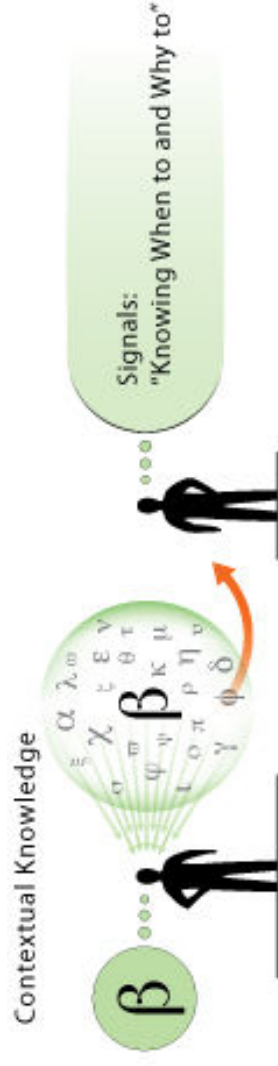


Experts are not necessarily the ideal teachers.

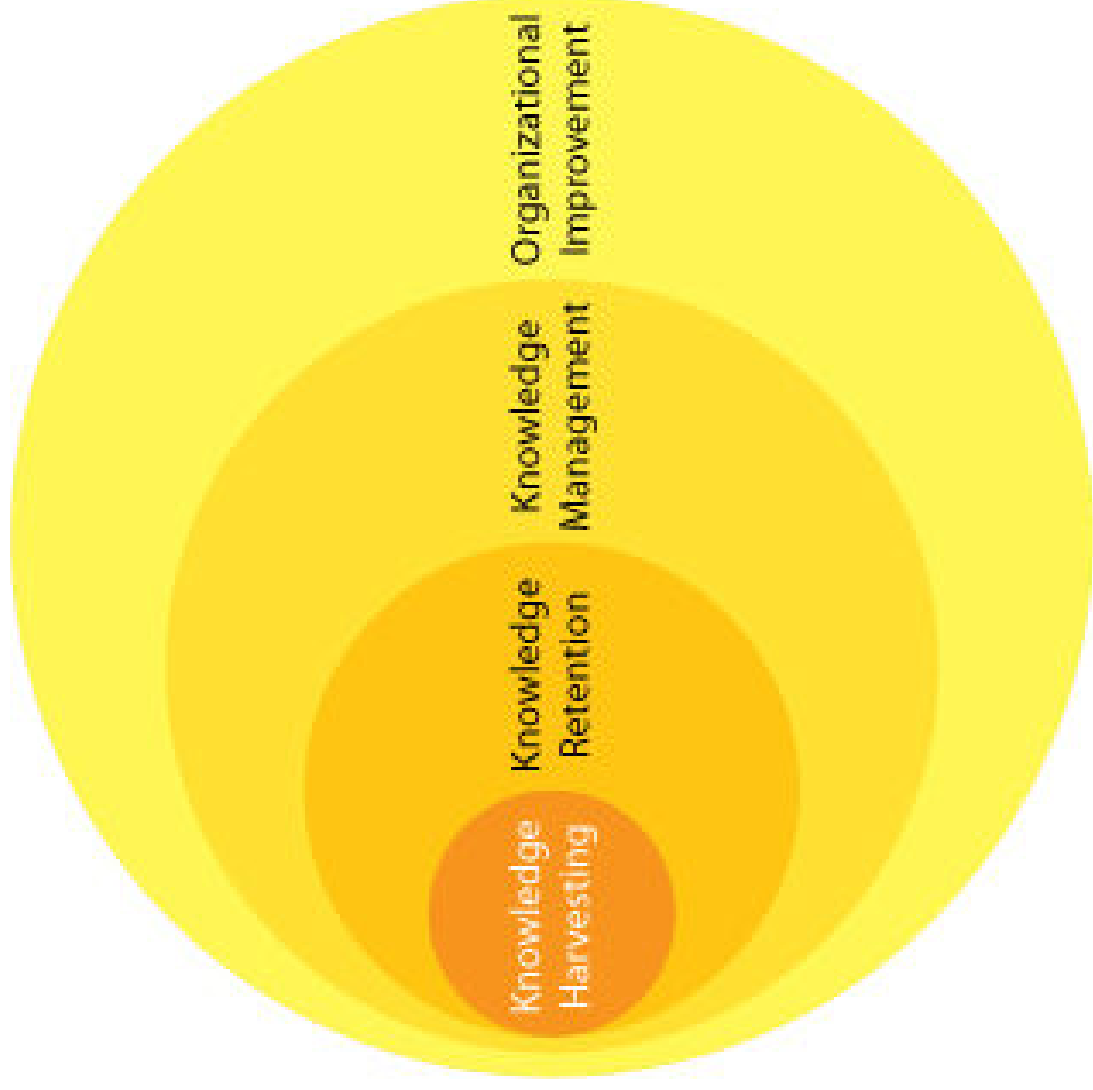
Tacit - Implicit - Explicit



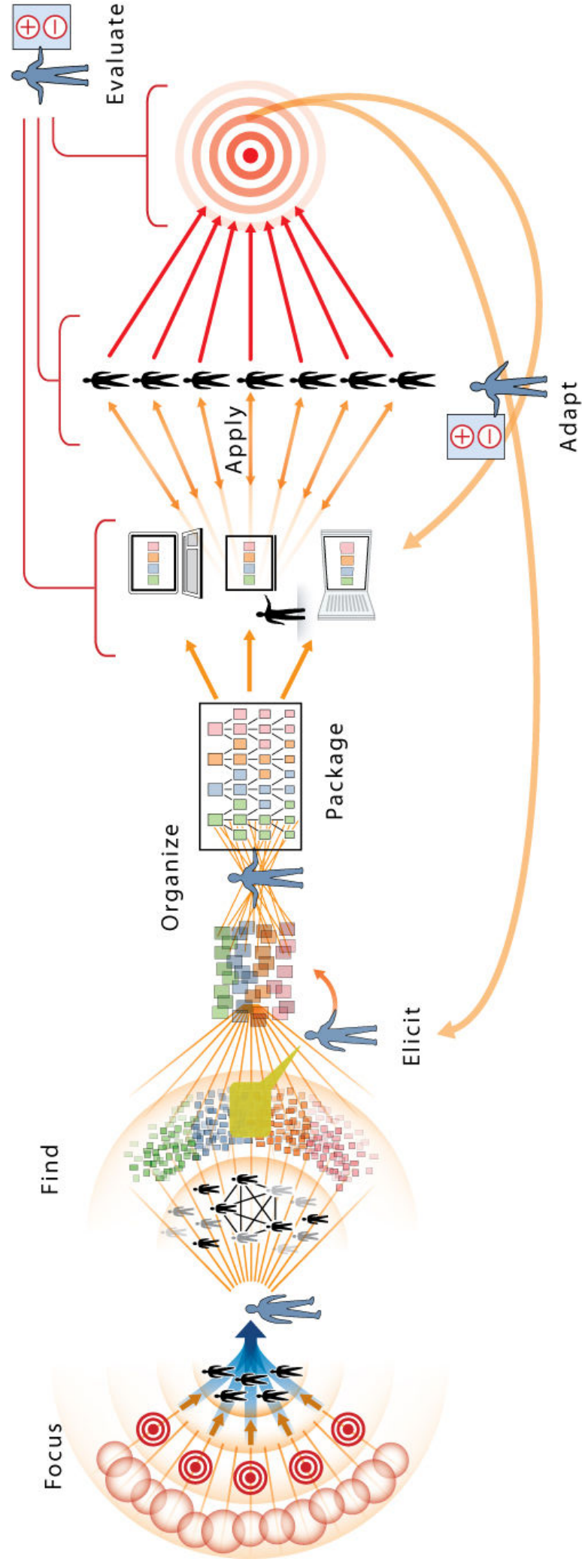
Types of Knowledge & Information



Knowledge Harvesting, Knowledge Retention, and Knowledge Management



Stages of Knowledge Harvesting



Technical Writing Process

Gather information.

Determine what is known.

Identify written and human sources of information.

Determine what should be known.

Perform a gap analysis.

Organize the information.

Apply a content-based scheme

Information typing, Information clustering, Information chunking, Outlining.

Apply a product-based scheme.

Apply a tool based scheme.

Apply a deliverable based scheme.

Produce content.

Write.

Edit.

Verify (QA).

Organize content for presentation.

Create navigational tools.

Create tables (TOC, TOF, etc.)

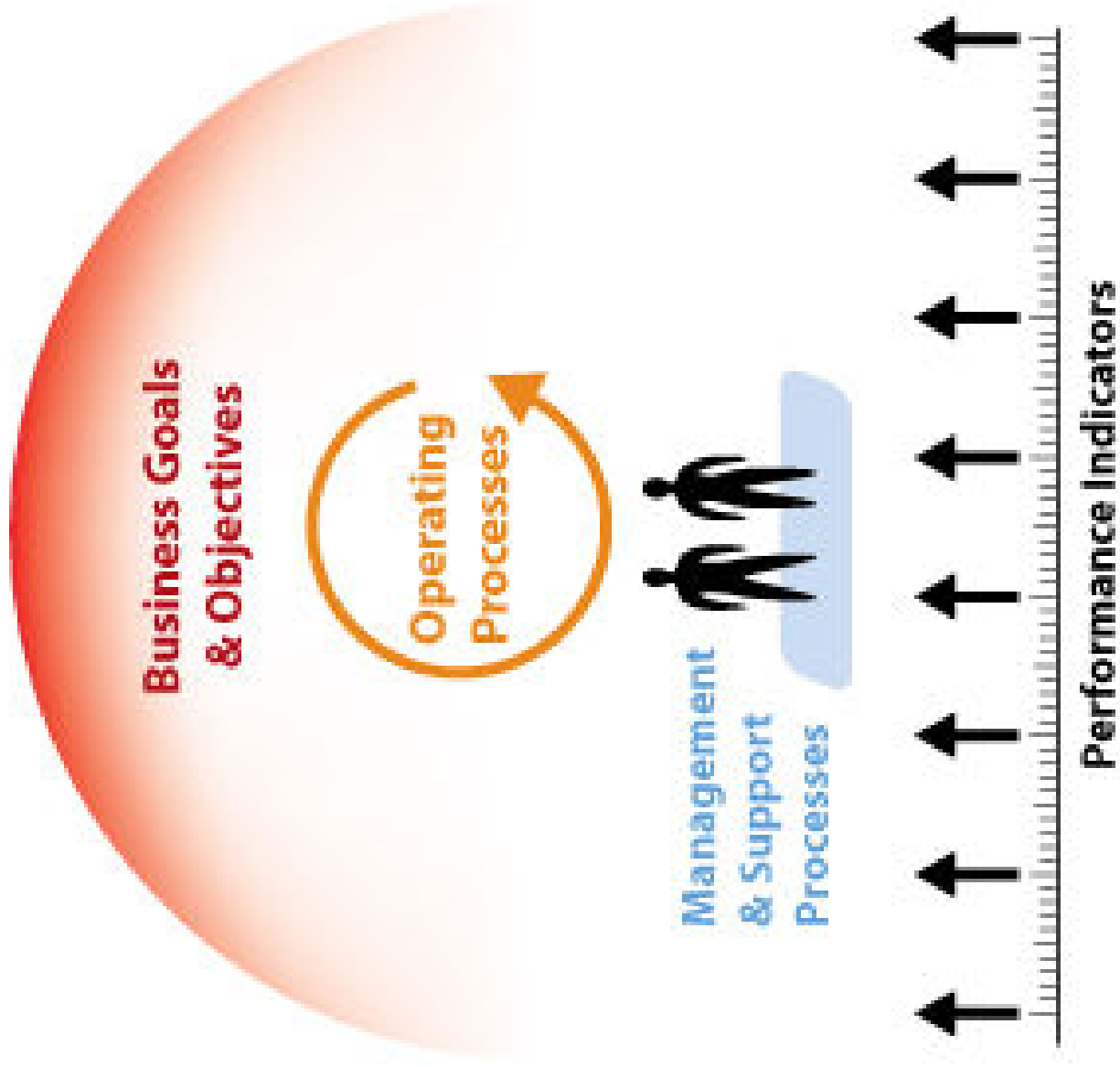
Create indexing.

Create linking.

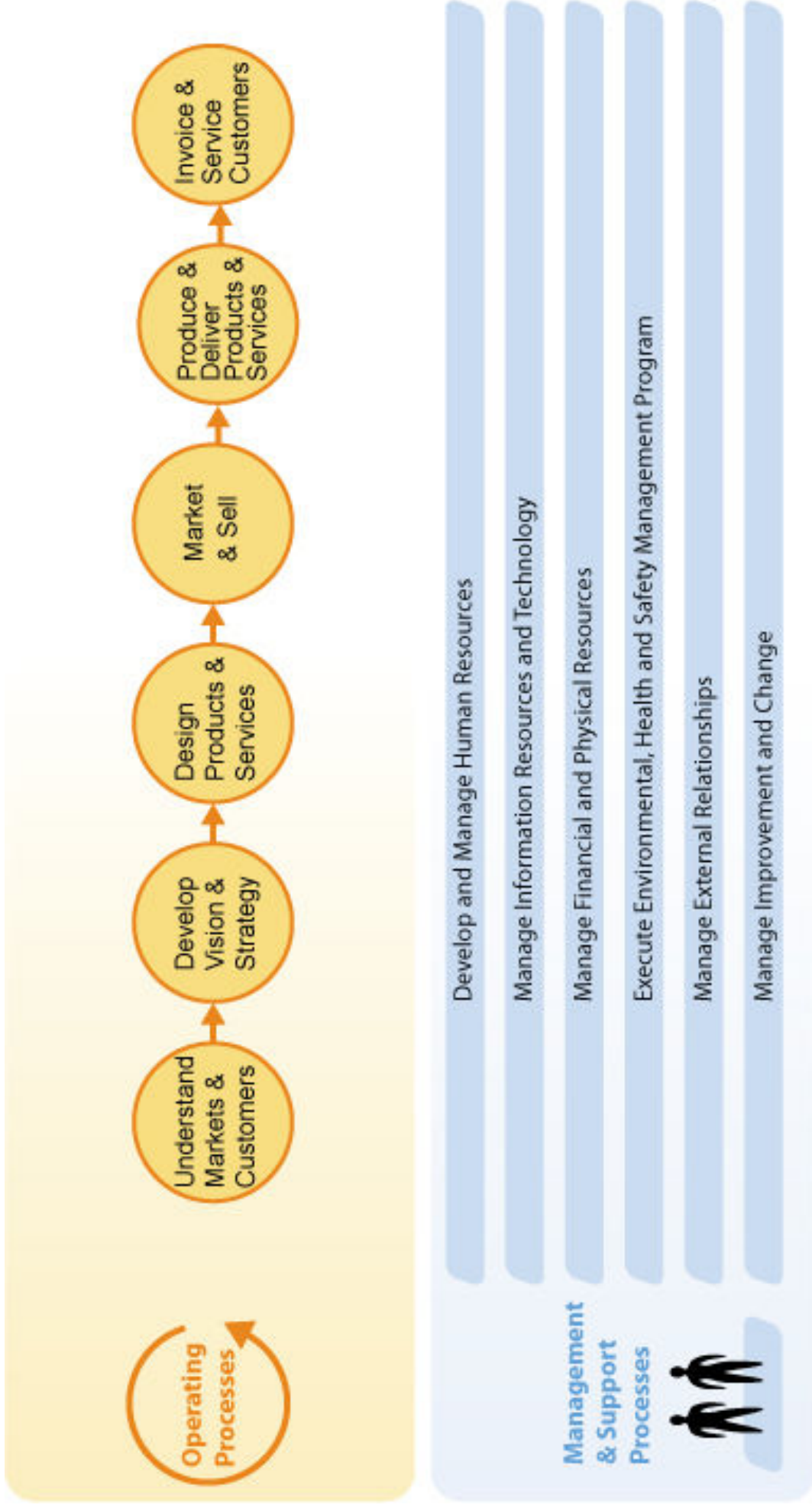
Format the content.

Deploy deliverables.

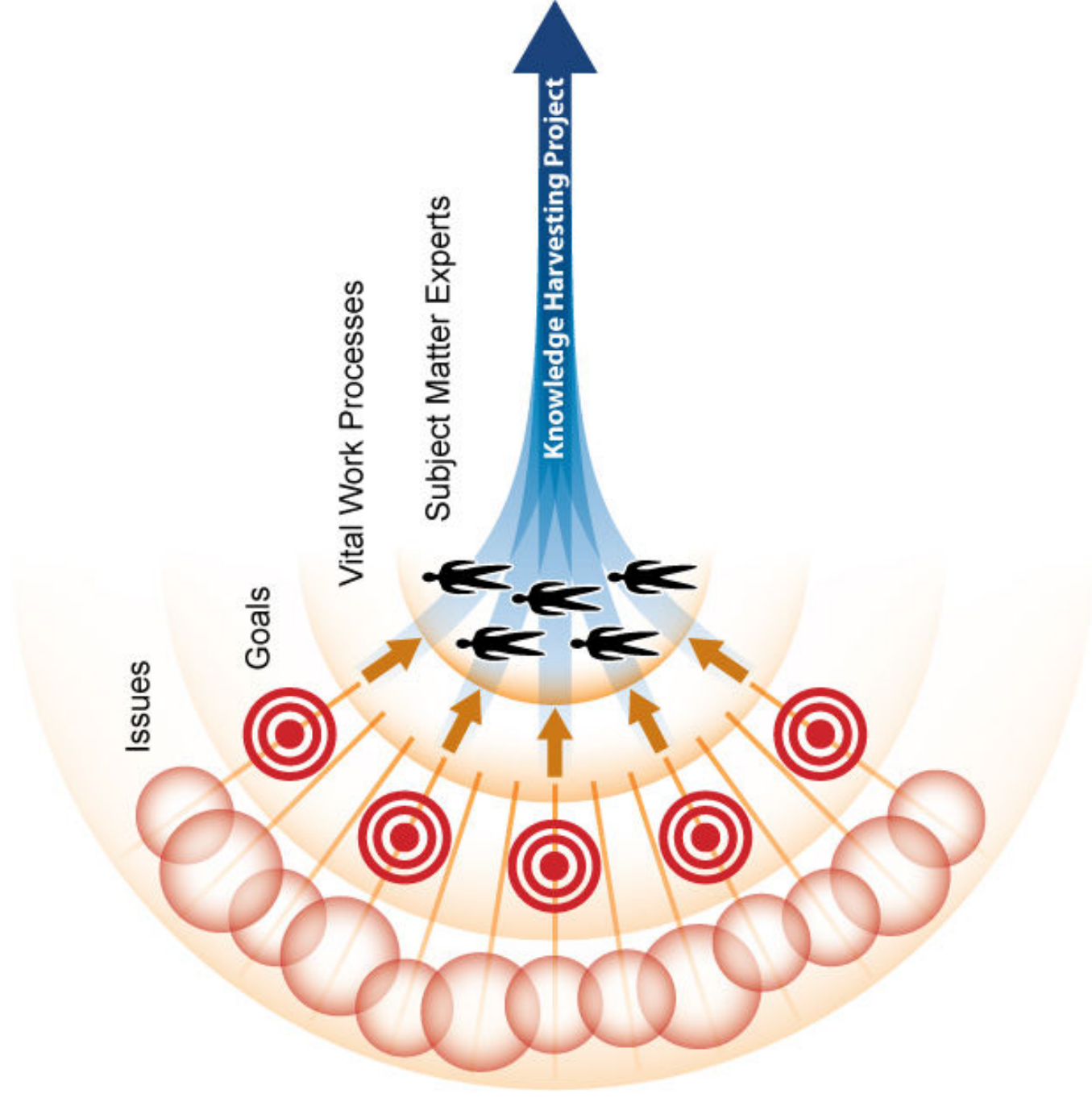
Focus



Focus using a Process Framework



Focus



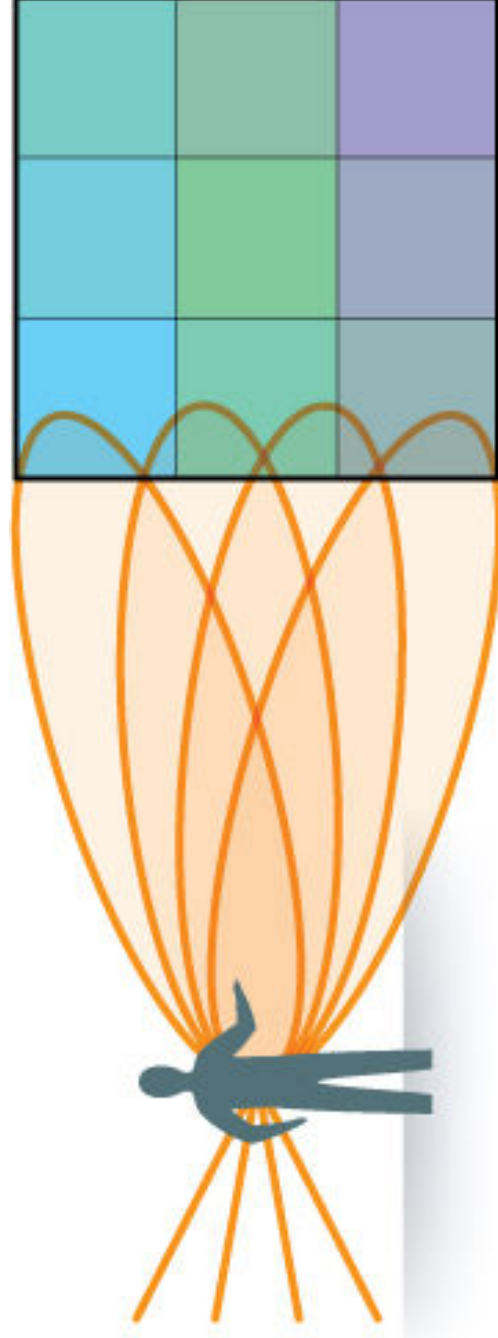
Focus / Inputs for Achieving Focus

Knowledge Retention Risks

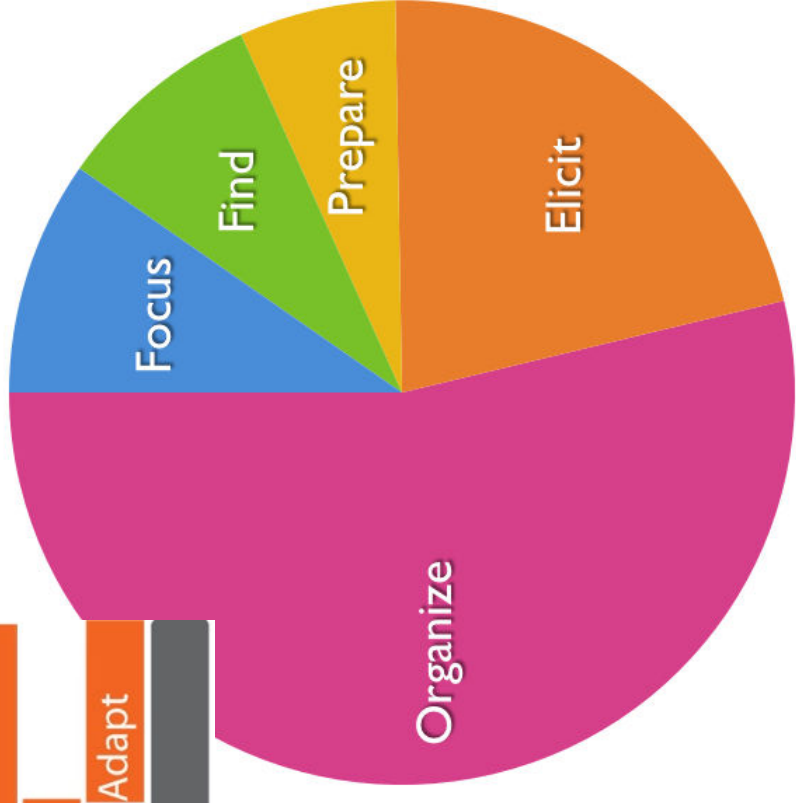
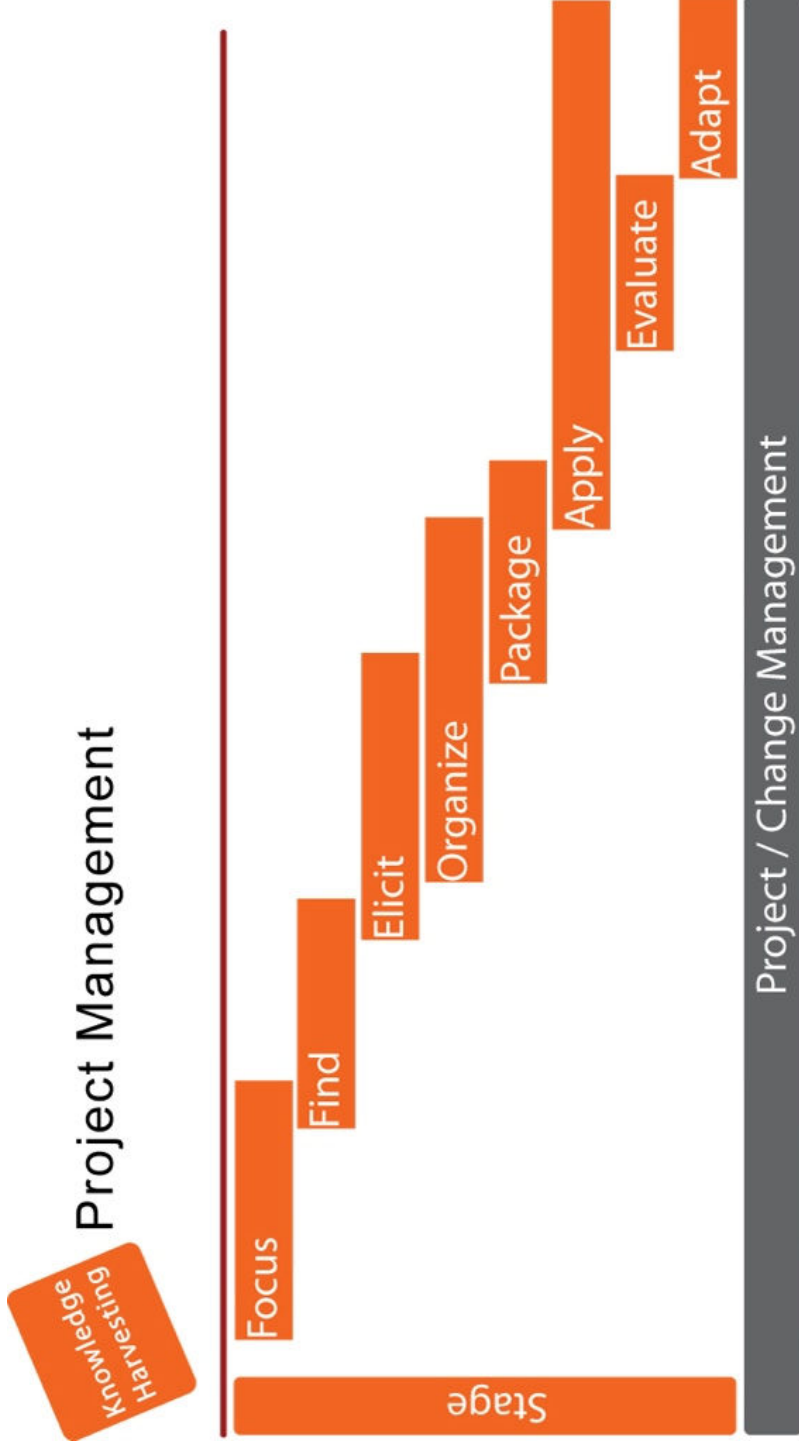
Business' Strategies, Goals

Business' Processes

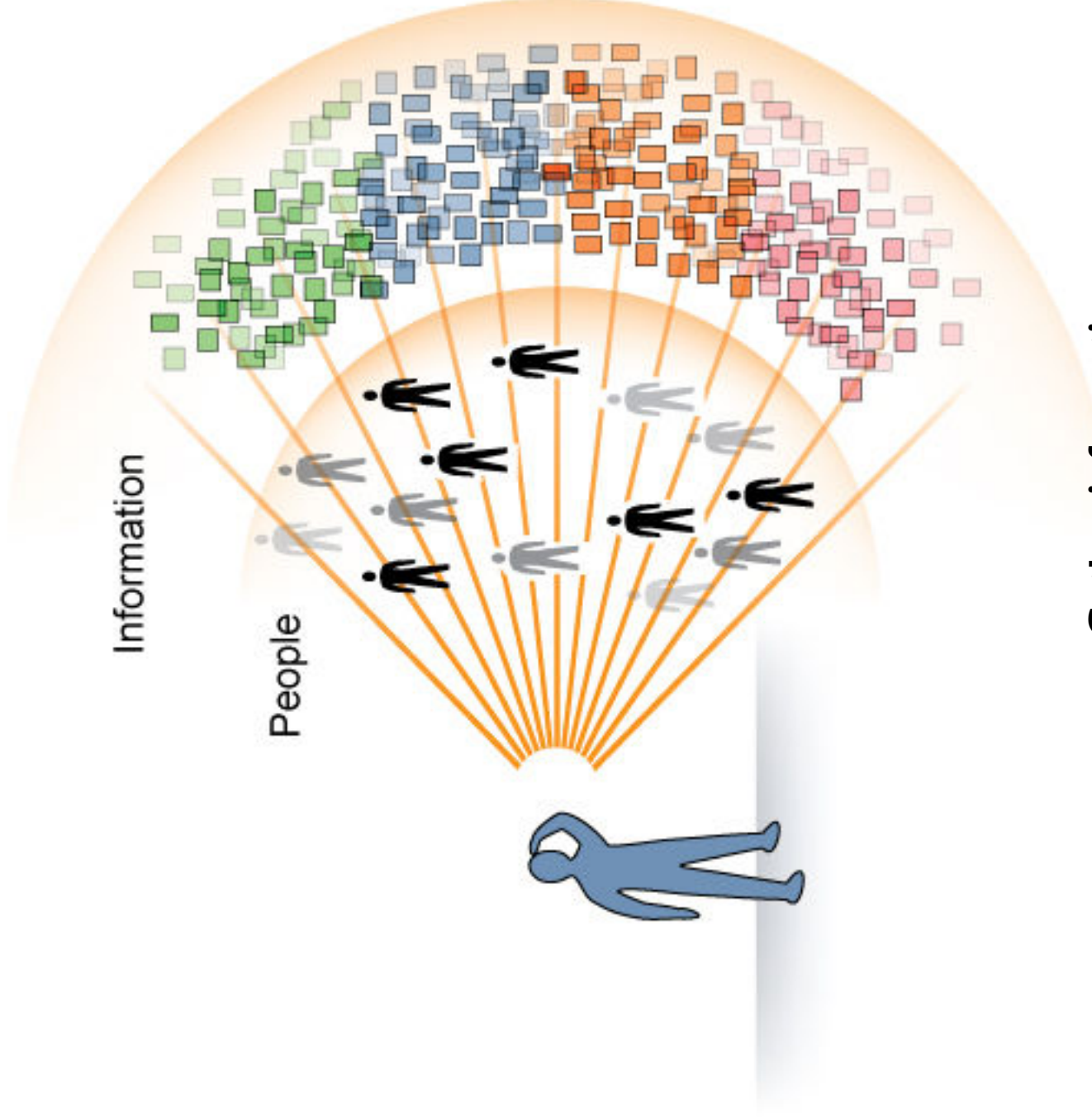
HRIS Data (Age Distributions)



Focus / Project Management



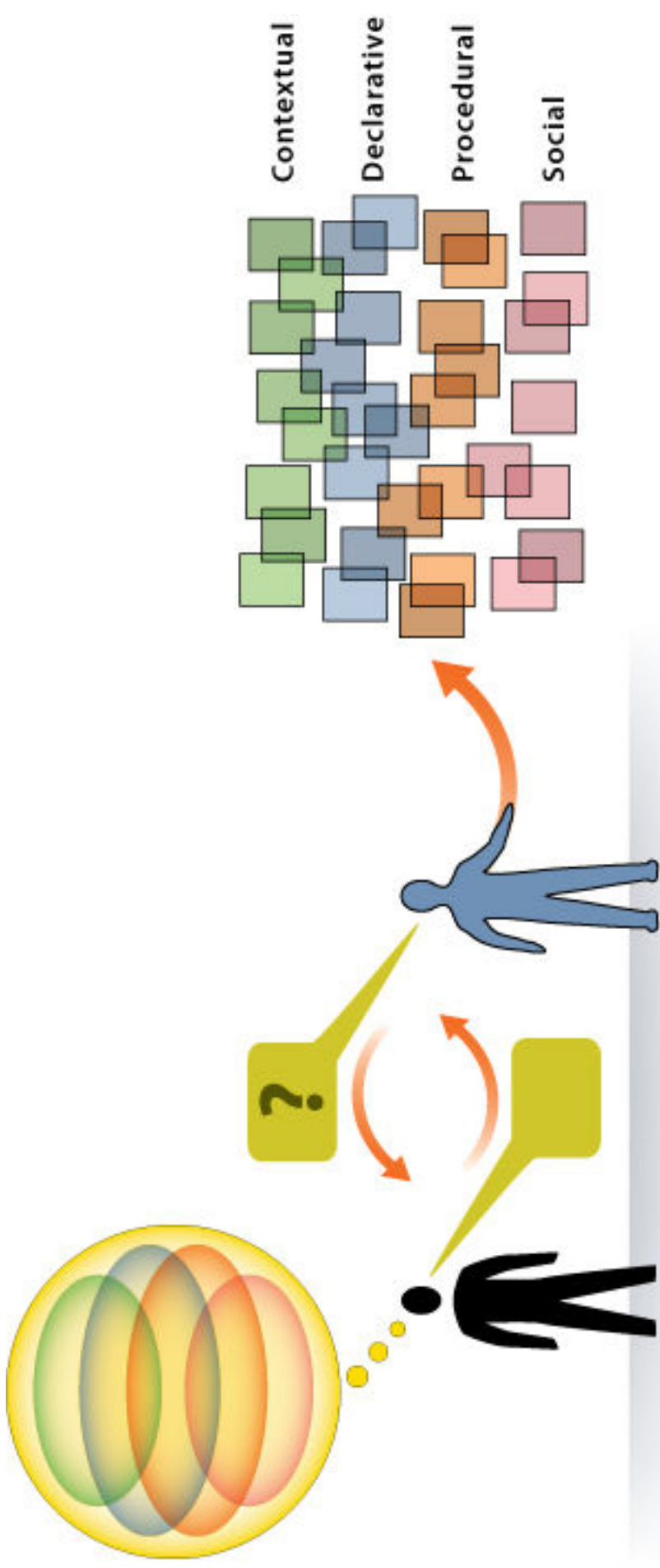
Find



Gather information.

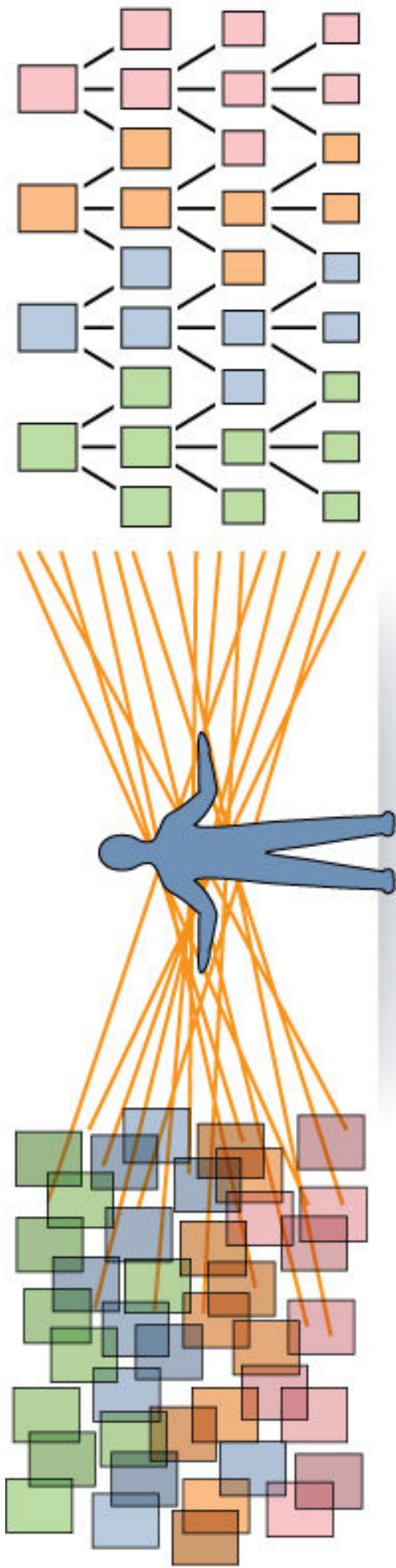
- Determine what is known.
- Identify written sources of information.
- Identify human sources of information.

Elicit



Determine what should be known.
Perform a gap analysis.

Organize



Organize the information.

Apply a content-based scheme

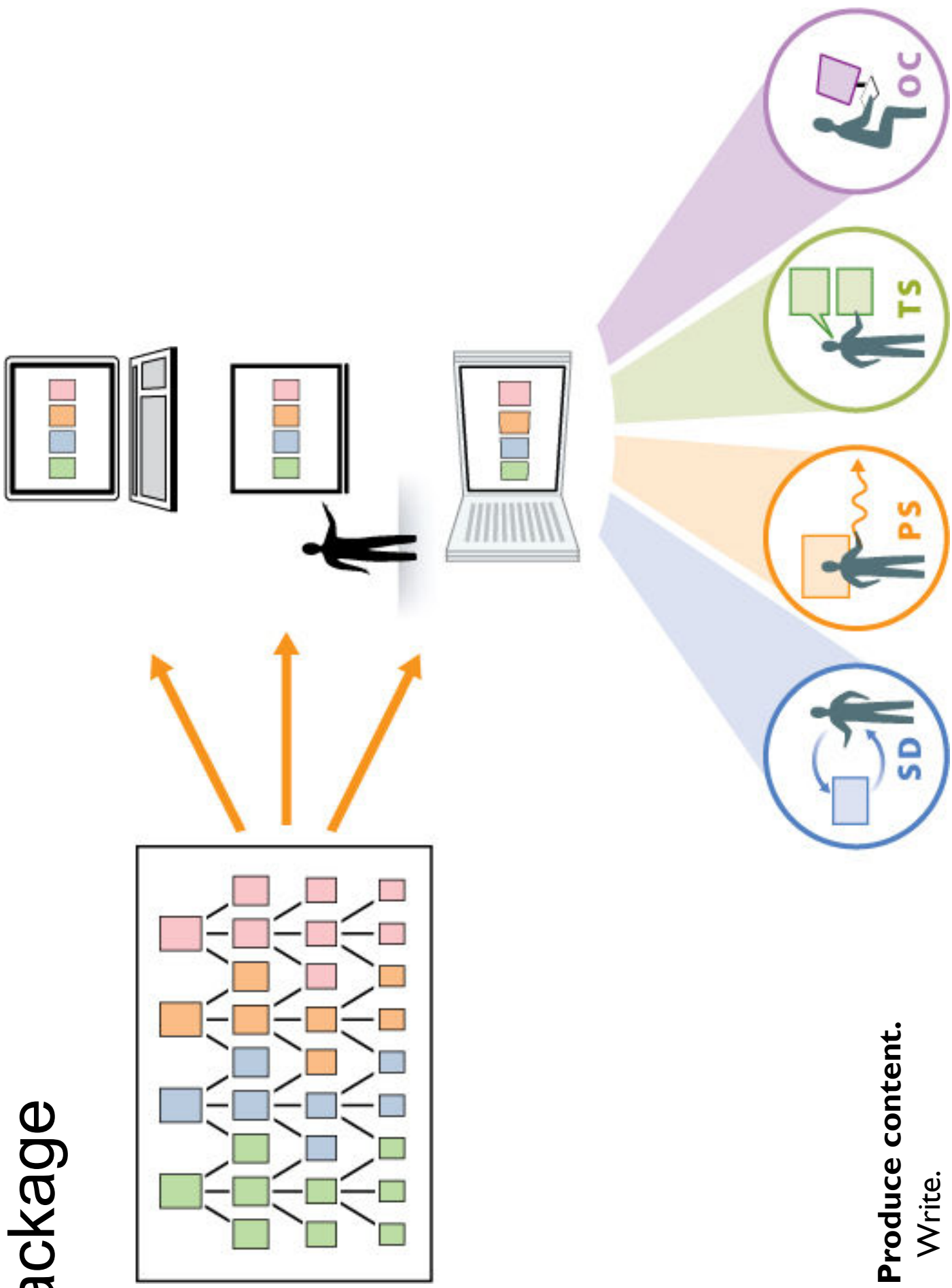
Information typing, Information clustering, Information chunking, Outlining.

Apply a product-based scheme.

Apply a tool based scheme.

Apply a deliverable based scheme.

Package



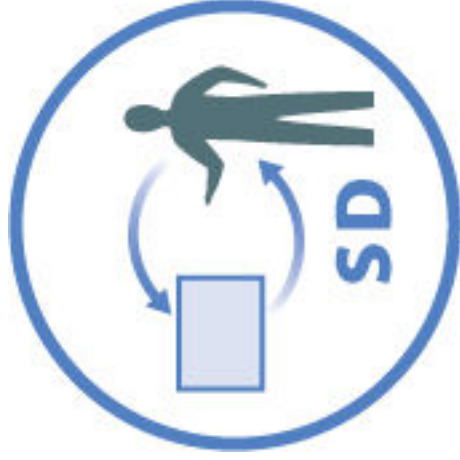
Produce content.

Write.

Edit.

Verify (QA).

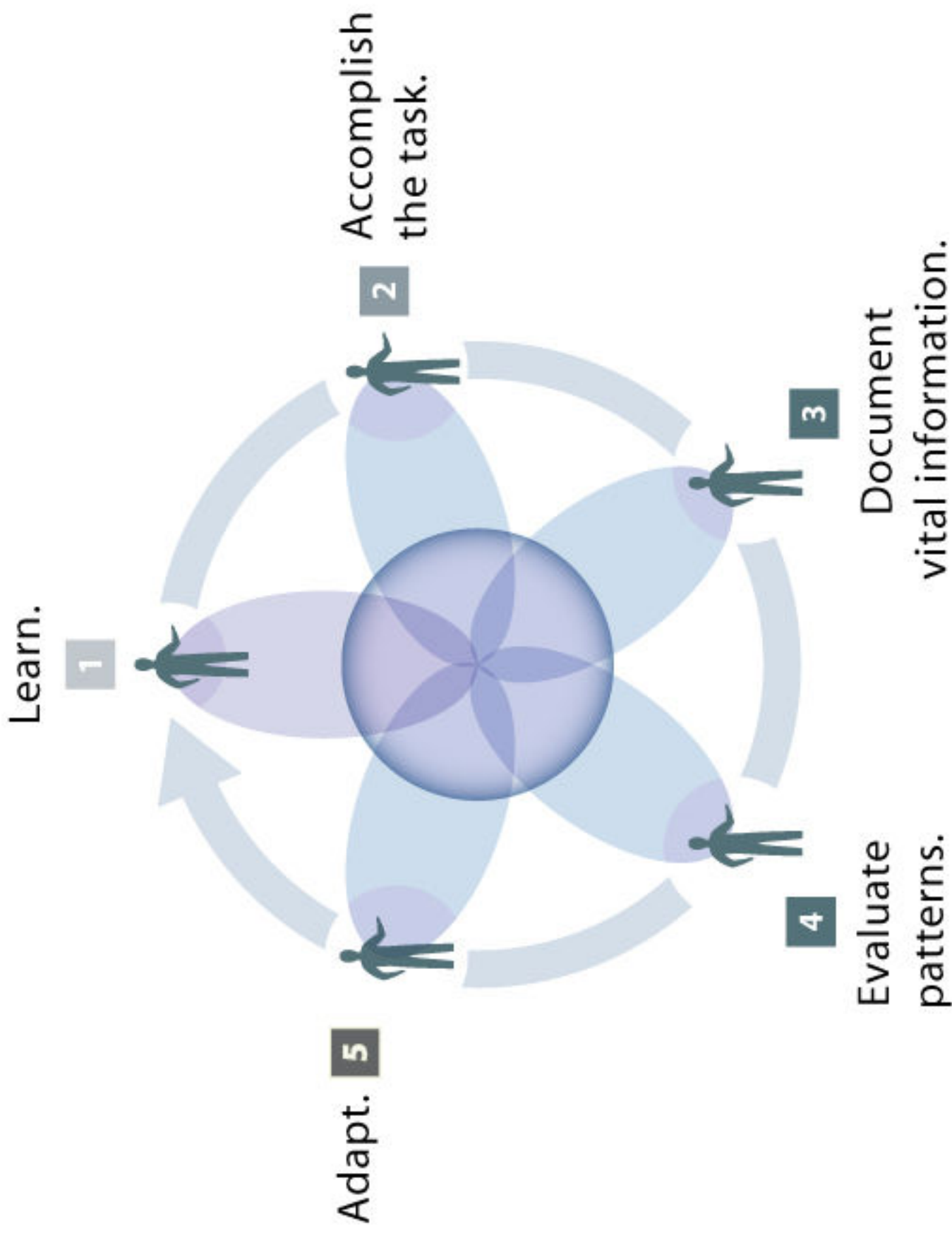
Package / Types of Learning Resources



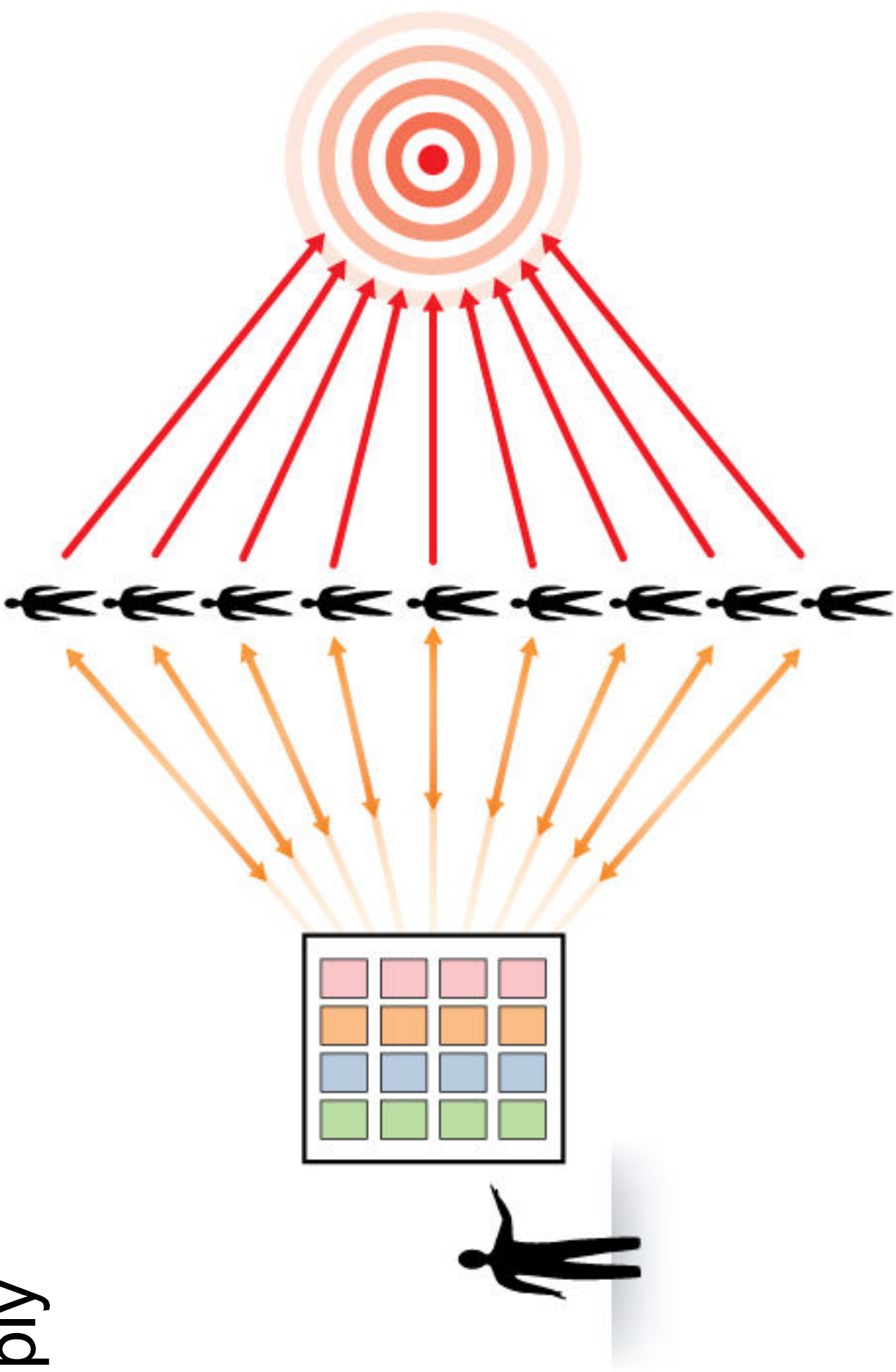
Organize content for presentation.

- Create navigational tools.
- Create tables (TOC, TOF, etc.)
- Create indexing.
- Create linking.
- Format the content.

Package / Functions

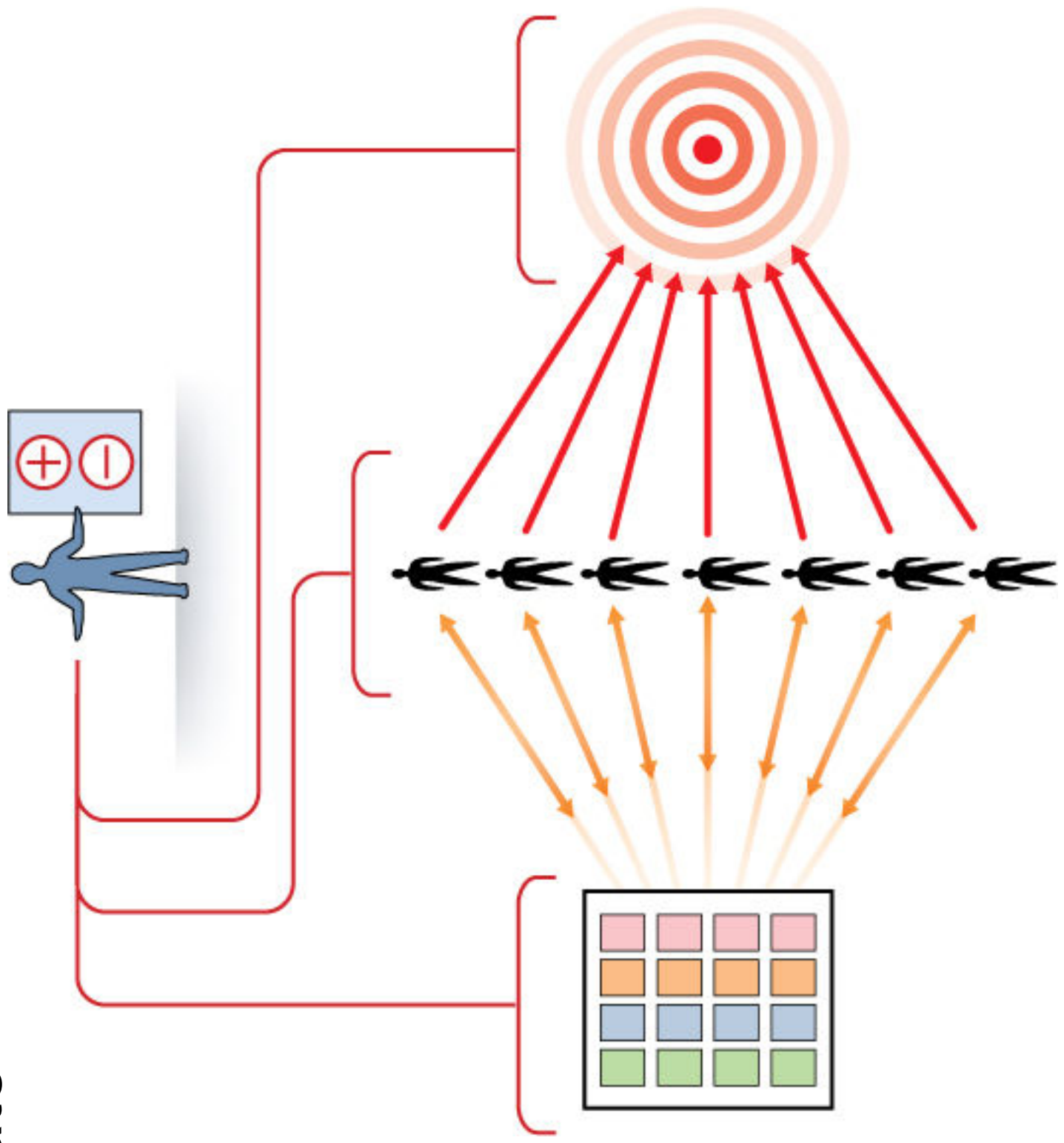


Apply



Deploy deliverables.

Evaluate



Adapt

