

How Communities Foster Knowledge Sharing?

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Knowledge Management Officer

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E20 Summit – Social Improvement Culture

Schneider
Electric

Schneider Electric at a glance

24

billion € sales in 2012

41%

of sales in new economies

140 000+

people in 100+ countries

4-5%

of sales devoted to R&D

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The global specialist in
Energy management

Making energy:

- Safe
- Reliable
- Efficient
- Productive
- Green

Covering

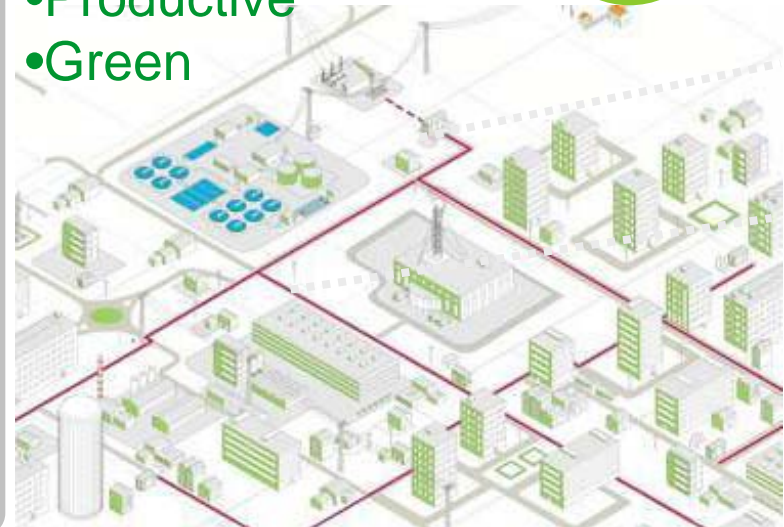
72%

of world final energy consumption

up to
30%
energy saving



Energy production
& transmission



Energy usage

A Recognised
Sustainable commitment




If only Schneider
knew what
Schneider knows...



Communities as
an Enabler for
Social Learning

Good Practice for
Cultural Shift



Communities as an Enabler for Social Learning

What are Communities for?

How are they organized in Schneider Electric?

Communities for our Collective Intelligence

A Community is...

- A group of people who share an interest, craft, or profession
- The group learns from each other by sharing experiences and best practices
- The members develop personally and professionally



Communities for our Collective Intelligence

At Schneider Electric, we use Communities to...

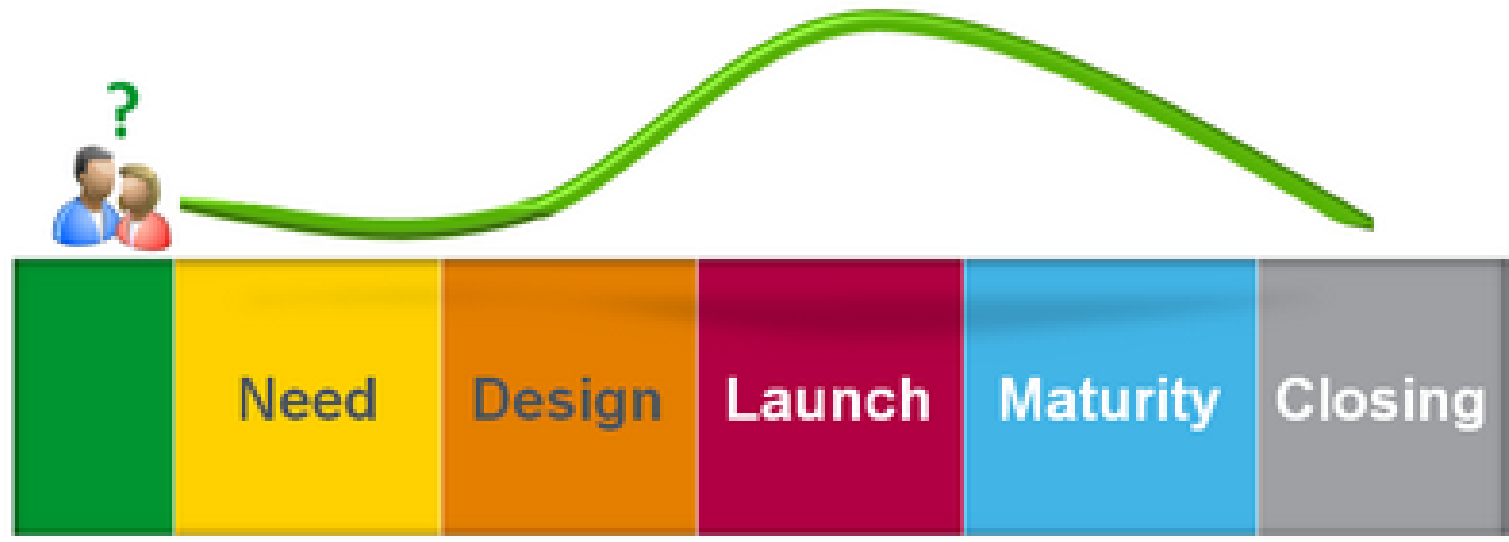


- Share our collective intelligence in a collaborative manner
- Have fun, collaborate and share knowledge across entities
- Network across functions and businesses

Communities for our Collective Intelligence

Is there a process?

The Community Lifecycle



Communities @ Work

Communities @ Work – 100+ Communities

Support by C@W

- Assist in designing and launching a new community
- Revitalize a moribund community
- Measure the value brought by each community
- Help communities benefiting from our Social Collaboration tool
- Increase skill of leaders

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Communities@Work (C@W) | 4 Sub-Subject(s)

Follow this subject if you have a practice or an interest in Community Management. The Community Directory and the resources for Community Leaders (toolkit, lifecycle, webinars, support...) are available from <http://communities.schneider-electric.com>

Owners: 2 Followers: 167

Main Wall

Subjects

People

Apps

My Filters

Insight

Post Poll Event

What's going on?

All "Communities @Work" on Quickr Filter Posts

Louis-Pierre GUILLAUME

Posted to: Communities@Work (C@W) and 1 more December 3, 2012 at 4:50 PM

Webinar: "How to Animate a Community".
Agenda: Presentation of 4 Tips + brainstorming. Use case about the recognition of your members. Reminder of the Communities@Work model

Dec 04 Your response is Attending RSVP
December 4, 2012 at 4:00 PM
Event Duration: 01 hours and 00 minutes
Conf call + WebEx + Hive Immortelle 401

Now

New Fo

Dece

Nov

Octo

2012

Creat

Links

Chat (3)

Welcome Library Our Communities Connect Program IM

Communities @ Work

You are in Communities @ Work

Hide folders Library

Latest news >>

Community Success Stories & video: [here](#)

Webinar: How to Animate a Community: [here](#)

Communities On Global Intranet (Swebi): [here](#)

Discover our communities! More information [here](#)

Have a look at Schneider communities below. Register yours [here](#) Spice you up

Business	Components	Human Resources	Finance
Methods & Tools	Products	Project Management	Purchasing
Quality	Sales & Marketing	Software	Solutions
Supply Chain	Sustainability	Technologies	Other & TBD

Collaboration & Knowledge Management: The Roadmap



2014

- Social collaboration in the flow of work
- Shared practices bring business value
- Spice available for all employees

2013

- Focus on cross entity Community of Practice
- Training & recognition program
- Knowledge Management Governance
- Measurement & continuous improvement

2012

- 10+ new active 'Community of Practice'
- Launch of Spice
- Team Recognition with success stories and reusable shared practices

Covered in Connect
"Engaging Workplace:
Communities for our
Collective Intelligence"



Good Practice for Cultural Shift to Knowledge Sharing

Focus on the Community Leaders

The Community Leader at the Center

Responsibilities

- Drive dynamic and ensure proper facilitation
- Keep activity and discussion relevant to the scope of the group
- Encourage participants to share ideas and insights
- Foster trust and collaboration between participants
- Share Community results and success stories

Skills

- Communication skills
- Questioning skills (as opposed to telling)
- Summarizing skills



Competency

- "Knowledge Management & Collaboration"

What is the role of a Community Leader?

Ensure the basics

- Sponsor
- Core team
- Charter
- Yearly themes & objectives

Animate & grow

- Bring discussions inside the community
- Organize events
- Lead by example
- Increase our culture of collaboration
- Grow his/her leadership skill
- Foster knowledge sharing

Capture the value

- Gather success-stories
- Organize best practices
- Meet community objectives
- Ensure Sponsor recognition





Q&A



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