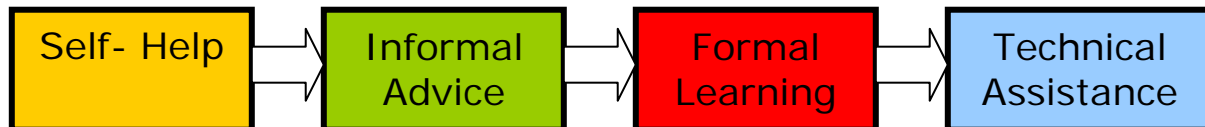


Capacity for Knowledge Management in Organizations (CKMO) A Program of the World Bank Institute

Much in the same way that national leaders are developing strategies to remain competitive in the new, global “knowledge-based economy,” more and more organizations in the public, private and non-profit sectors, have come to realize the role which “knowledge” can play in enhancing their effectiveness. In addition to making investments in human resources and leveraging the role of information technology, they have begun to devote considerable attention to harnessing the explicit and tacit knowledge they possess.

The CKMO Program has been developed by the World Bank Institute (WBI) to enhance the capacity of development-oriented organizations to achieve greater impact through the application of knowledge management (KM) tools and approaches. It offers a progressively intensive range of products and services, depending upon the level of engagement client organizations would like to pursue:



- ⊙ **Self-help** – In order to provide potential clients with free and easy access to the World Bank’s experience in implementing KM, short notes, articles and toolkits have been made available on the web at: <http://www.worldbank.org/ks>
- ⊙ **Informal Advice** – For organizations that are interested in delving deeper into the “tacit” knowledge of the World Bank, the CKMO team can meet with key stakeholders in client organizations, or host site visits to the World Bank, to provide informal advice and guidance.
- ⊙ **Formal Learning Events** – Customized learning events can be organized for individual organizations, or groups of organizations, that are interested in increasing their understanding of KM tools and approaches. The length of time may vary depending on whether the organization(s) would like to raise participant awareness of key KM issues (i.e. 2 days) or go further into concrete action planning (i.e. 5 days).
- ⊙ **Technical Assistance** – The CKMO team has developed the “**Organizational Knowledge Assessment**” (OKA), a diagnostic survey tool, to help organizations evaluate their KM capacity. The results of this Assessment can be used by the CKMO team to provide targeted recommendations for addressing KM strengths and weaknesses.

Potential client groups

The CKMO program can be adapted to meet the needs of various types of organizations, departments within organizations, and networks across organizations including:

- ⊙ Multilateral and bilateral donor agencies
- ⊙ International and local civil society organizations
- ⊙ Networks and communities of practice
- ⊙ Public sector institutions
- ⊙ Institutions of higher education

If you are interested in one of the approaches described here, contact the *CKMO Program Leader, Erik Johnson*, at: ejohnson1@worldbank.org, or call 202-458-9891.