



Sustainable Knowledge Management Practices

The NRC's Knowledge Management (KM) Program uses a broad and continuously evolving range of methodologies to record, preserve, and share agency knowledge and practices. Knowledge management occurs at every level of the agency with the agency applying different approaches based on specific needs and desired outcomes. The unique practices below have proven to be effective in enabling employees to dynamically capture and share information and experiences.

Office/Region



Knowledge Capture Interviews: Sessions feature one or more people who are considered experts in a particular subject, program, process, or policy. The NRC staff audience ask the experts questions about their careers,

positions held, and projects. These are often audio or video recorded and made available to staff as a knowledge resource.

Office Instructions/Standard Operating Procedures: Published requirements and guidance covering the administrative and business processes that employees perform. These often provide step-by-step instructions to systemize a process and help employees carry out routine operations.

Seminars and Workshops: NRC offices and regions conduct seminars and workshops to advance and retain high risk/high value information, share knowledge and expertise, and capture and reuse information on featured topics for learning and development. For example, "Ask SME and Learn," sessions capture and share critical knowledge and experiences of subject matter experts (SME).

Agency

Communities of Practice: The NRC Knowledge Center, which is located on the NRC internal Web site, provides a virtual meeting space where groups and individuals can share work practices, collaborate, and capture, organize, and share knowledge. Within the NRC Knowledge Center, there are different community web pages devoted to topics such as fire protection and electrical systems.

KNOWember: The month of November is marketed agencywide as KNOWember to raise awareness and provide an opportunity to remind employees of the importance of KM. Every year since its inception in 2010, the program focuses on a different theme to support KM around the agency.

Mentoring Program: The program provides employees an opportunity to discuss career goals and aspirations with experienced employees who volunteer to serve as mentors on a one-to-one basis. The program incorporates a variety of mentoring approaches for generating and transferring knowledge relevant to the individual and the NRC's mission.

NUREG/KM: The agency created this special series of publications to preserve knowledge of documents and events that shaped the regulatory process or a technical topic. The series focuses on collecting and interpreting historical information on identified topics for the benefit of future generations of NRC professionals as well as the public.



Individual

Desk Guides: A compilation of information for new employees and existing staff that serves as a guide to perform work. Desk guides provide clear, step-by-step procedures that allow staff to complete tasks correctly.



Learning Games: A structured learning activity used to make learning fun. Games can provide a review of material that has been presented to strengthen the learning or evaluate how much learning has occurred. For example, "Qual Jeopardy" was created as a fun and effective way to help prospective project managers practice for their qualification exams.

Rotations: Rotational assignments are generally short-term lateral assignments (usually 6 months or less) of employees to other functions and components within the agency for the purpose of broadening staff capabilities. The purpose of rotational assignments is to develop greater overall capability and versatility within the staff to better accomplish the mission of the agency.

