

Knowledge Capture '1 –Pager' Documentation Template

Use this template to document and 'capture' some meaningful knowledge, a good practice or lesson you've learned

Title

(Create a title that reflects how you would refer to this knowledge when talking to a colleague or friend)

Guidelines/Instructions:

Each of the following 5 sections represents a single paragraph. The total length of the document should not exceed 1 page in length. The idea is to be brief and concise, and document some knowledge in a manner that's good enough to entice someone to contact you for more information. Most people will read a page, but many will not take the time to read more than that. *(Hint: take 5 minutes and reflect on the knowledge you want to share before you write anything...if you were in an elevator with someone that you really wanted to share this with, what would you say in the few minutes you have?)*

1. Context

Describe what was going on in the environment (internal and external drivers relating to business, organization/culture and local conditions) where and when the knowledge was created. Think of what someone else would need to know to be able to make sense of what you did and adapt and apply it in their situation.

2. What Was Done

Describe the knowledge in the form of an experience, good practice or lesson learned and how it was applied. Explain the actual business implementation – the steps you took, and/or core processes/activities you worked through. Be as specific and concise as possible.

3. Impact

Describe the impact or business result enabled by the application of this knowledge and **why** it made a difference. Quantify or qualify the pain or gain, which might motivate someone to actually act differently as a result of your experience. Where possible, share the experience through the words used by those who felt the impact of the knowledge - a quote or paraphrasing someone can go a long way toward getting someone to really consider using the knowledge.

4. Key Learning & Advice

Describe what you learned from the application of the knowledge What's the one thing that stands out for you that you want to remember the next time you apply this knowledge? What would you advise someone else who may want to apply this knowledge in the future?

Contact Info: Your name, date of this documentation and how best to contact you