**DRAFT**

**KM Community of Practice Leader**

The KM Community of Practice (CoP) Leader is responsible for managing a group of people with a common interest who collaborate over an extended period to share ideas, find solutions, and build innovations. The KM Community of Practice Leader helps the group to develop specific organizational knowledge, create new knowledge, stimulate innovation, and share existing tacit knowledge that will benefit the organization’s business and operational goals.

**Reporting Relationship:**

There is typically no structured reporting relationship for CoPs, unless the organization has established specific operational CoPs for business support purposes.

**Community of Practice Leader Competencies:**

The competencies necessary for a Community of Practice Leader will include the following knowledge, skills, abilities, and attributes.

**Knowledge:**

1. Knowledgeable at how to organize, manage, develop and implement online collaborative social networking environments to facilitate knowledge sharing and knowledge transfer
2. Knowledgeable about the culture and the operational aspects of the respective CoP area
3. Knowledge of how to get CoP members to assist each other in sharing experiences, suggesting new ideas, and exchanging information on community-related issues and challenges the group is facing
4. Knowledge of how to expand the participation in the CoP, as well as when to shut it down
5. Knowledgeable about the acquisition, reuse and creation of knowledge within the CoP
6. Extensive experience and knowledge of the CoP area
7. Knows how to drive change through the use of the CoP and leverage the value of the CoP’s knowledge-sharing best practices
8. Knows how to provide the accomplishments of the CoP that benefit the sponsors and executive management
9. Knows how to energize CoP members

**Skills:**

1. Skilled at facilitating meetings with the CoP community
2. Skilled at developing trust of the participants in the CoP
3. Skilled at developing and disseminating best practice, CoP guidelines and procedures for the members to follow
4. Skilled at being the primary liaison between other CoPs
5. Skilled at interjecting new ideas and challenges for the CoP to consider
6. Skilled at maintaining relationships with other CoP leaders
7. Skilled at gathering information, latest insights, situational awareness, and current best practices and packaging the information in a manner that is relevant to the organization’s goals and improved productivity of the people participating in the CoP
8. Skilled at using hardware and software necessary to create and maintain CoPs
9. Skilled at maximizing CoP member collaboration and productivity improvements
10. Skilled at providing guidance, orientation, and training on how to use and leverage the CoP
11. Skilled at achieving consistency in the content architecture, use of technology, training of member and deployment of the CoP
12. Skilled at ensuring that the CoP operates smoothly

**Abilities:**

1. Ability to share lessons learned online from operational experience
2. Ability to adhere to established CoP standards and communication/discussion protocols
3. Ability to intersect with other knowledge CoP networks and knowledge centers through their members and facilitators
4. Ability to maintain a secure technical platform and place where candid conversations can occur
5. Ability to upgrade collaborative social networking tools for the CoP
6. Ability to influence senior management and executive sponsors
7. Ability to identify what the business strategies, goals and user community needs are and how the CoP can assist in knowledge sharing
8. Ability to highlight concrete examples of successful knowledge sharing within the CoP that can assist the organization with an appropriate business issue or opportunity

**Attributes:**

1. Passionate about specific area
2. Open minded
3. In-depth knowledge of topic
4. Knowledge Broker
5. Facilitator
6. Mentor
7. Networker
8. Coordinator
9. Good communicator
10. Self-starter
11. Self-manage
12. Disciplined
13. Voluntary participation
14. Contributor of knowledge

**Requirements:**

There are no specific educational requirements for a Community of Practice Leader

**Experience:**

Successful experience dealing with people in social networking groups, managing collaborative discussions, and knowledge sharing