

The What, When, And How Behind Using A Knowledge Management System Chat

- 11:13:13 From Shneay Kazan : You got it 😊
- 11:13:23 From Erica Beggan : I'll blame all the tech oddities on Zuck and his launch of Threads yesterday 😂
- 11:13:31 From Nathan Kuipers : Reacted to "I'll blame all the t..." with 😂
- 11:13:31 From Jason Dreyer : Reacted to "I'll blame all the t..." with 🤔
- 11:13:34 From Kathy Treadway : Reacted to "I'll blame all the t..." with 😂
- 11:13:40 From Erica Beggan : Yes
- 11:13:46 From Lisa Chapman : no
- 11:13:46 From Jason Dreyer : 👍
- 11:13:48 From Don Becker : No :(
- 11:13:48 From Heather Varney : Yes
- 11:13:48 From Stella Lindeke : I was
- 11:13:49 From Laura Morrill : no
- 11:13:51 From Kathy Treadway : nope
- 11:13:53 From Renee Minium : nope
- 11:13:59 From Katie Snow : No -- new here!
- 11:14:10 From Deborah Harris : no
- 11:14:15 From Nathan Kuipers : I was on vacation last week.
- 11:15:23 From Anh Nguyen : Reacted to "I was on vacation la..." with ❤️
- 11:15:38 From Anh Nguyen : Replying to "I was on vacation la..."

Hope you had a GREAT time.

11:15:45 From Anh Nguyen : Reacted to "no" with 👍
11:15:49 From Anh Nguyen : Reacted to "No -- new here!" with 👍
11:15:53 From Anh Nguyen : Reacted to "nope" with 👍
11:16:11 From Nathan Kuipers : Replying to "I was on vacation la..."

Really lovely thank you!

11:16:13 From Anh Nguyen : Reacted to "No :(" with 😞
11:16:30 From Anh Nguyen : Reacted to "Really lovely thank ..." with ❤️
11:16:48 From Anh Nguyen : Reacted to "Woodstock - very nor..." with 👍
11:16:51 From Don Becker : We use Teams as a primary repository
11:17:05 From Anh Nguyen : Reacted to "We use Teams as a pr..." with 👍
11:17:13 From Anh Nguyen : Replying to "We use Teams as a pr..."

Teams is not my friend.

11:17:16 From Nathan Kuipers : We have a few different methods, the primary storage for the design team is Google Drive. Employees primarily access knowledge through Salesforce.

11:17:23 From Leslie Fritz : I stink on storage: I just throw stuff into an email and then put the email in a folder labeled by content area.

11:17:26 From Anh Nguyen : Reacted to "We have a few differ..." with 👍

11:17:36 From Laura Morrill : SharePoint

11:17:37 From Anh Nguyen : Reacted to "I stink on storage: ..." with 👍

11:17:38 From Katie Snow : We use SharePpoint!

11:17:40 From Shneay Kazan : SharePoint, primarily

11:17:41 From Anh Nguyen : Reacted to "SharePoint" with 👍

11:17:45 From Anh Nguyen : Reacted to "We use SharePpoint!" with 👍

11:17:48 From Anh Nguyen : Reacted to "SharePoint, primaril..." with 👍

11:17:50 From Katie Burke : ^ same- also SharePoint :)

11:17:55 From Anh Nguyen : Reacted to "^ same- also SharePo..." with 👍

11:18:00 From Don Becker : Honestly, Teams is a great way to share knowledge
intra-organization

11:18:06 From Leslie Fritz : We do use SharePoint so how do people organize info inside
SharePoint?

- 11:18:10 From Anh Nguyen : Reacted to "Honestly, Teams is a..." with 👍
- 11:18:12 From Renee Minium : WE have a system, that's basically is a internal social media/knowledge management tool
- 11:18:16 From Benita Neely : Reacted to "Honestly, Teams is a..." with 👍
- 11:18:18 From Anh Nguyen : Reacted to "We do use SharePoint..." with 👍
- 11:18:25 From Anh Nguyen : Reacted to "WE have a system, th..." with 👍
- 11:18:40 From Heather Varney : We have Google Workspace, so some in drive, classroom, or sites
- 11:18:48 From Anh Nguyen : Reacted to "We have Google Works..." with 👍
- 11:19:22 From Anh Nguyen : Replying to "We have Google Works..."

That's really interesting, Heather. I've come to love Google Drive to share and collaborate on documents, etc.

11:19:31 From Stella Lindeke : I make a list of all available assets, then I make interactive links. I also started mentioning what is not available. But noone wants to see the time curating Information ...

- 11:21:07 From Anh Nguyen : Reacted to "I make a list of all..." with 👍
- 11:21:51 From Jason Dreyer : That's a good size team for such small group
- 11:21:57 From Katie Burke : Reacted to "That's a good size t..." with 👍
- 11:22:01 From Katie Snow : We are using folder system BUT need a better way too!
- 11:22:05 From Katie Burke : Replying to "That's a good size t..."

I was thinking the same thing!

11:22:08 From Erica Beggan : Unless they're not - of working in a decentralized entity, it's amazing to find out what is or is not being adopted. Therefore, there's also the issue of can the KMS be standardized or is it only going to be for your team?

- 11:22:08 From Anh Nguyen : Reacted to "We are using folder ..." with 👍
- 11:22:12 From Nathan Kuipers : @Jason Dreyer My first thought too, I'd love a company that was 40% L&D!
- 11:22:14 From Katie Burke : Replying to "That's a good size t..."

Great that the company seems to really value L&D :)

11:22:31 From Jason Dreyer : Reacted to "@Jason Dreyer My fir..." with 🙌

11:22:52 From Katie Burke : Reacted to "@Jason Dreyer My fir..." with ❤️
11:22:58 From Anh Nguyen : Reacted to "Great that the compa..." with ❤️
11:23:02 From Anh Nguyen : Reacted to "@Jason Dreyer My fir..." with 😊
11:23:09 From Katie Snow : Reacted to "Great that the compa..." with ❤️
11:23:14 From Erica Beggan : Reacted to "@Jason Dreyer My fir..." with 🎯
11:23:38 From Jason Dreyer : Reacted to "Unless they're not -..." with 👍
11:24:06 From Shneay Kazan : Replying to "That's a good size t..."

Yes definitely! We're a not-for-profit healthcare organization who advocates for health systems within Canada. We also offer professional development services for those within the health system, which is where my L&D team comes in.

11:24:22 From Katie Burke : Reacted to "Yes definitely! We'r..." with ❤️
11:25:17 From Shneay Kazan : Replying to "That's a good size t..."

I'm the only instructional designer on the team, but we have 4 student coordinators who have a lot of process docs - big reason why I'm here

11:26:07 From Katie Snow : We are driving them to our SharePoint (company intranet) by including it in onboarding! They can bookmark the resource when it's mentioned.

11:26:16 From Katie Burke : Reacted to "We are driving them ..." with 👍

11:26:52 From Leslie Fritz : Microsoft's LMS365:

https://www.youtube.com/watch?v=zd__vvuFyZE

11:26:58 From Nathan Kuipers : On my team, we have so many different vehicles and mechanisms for storage that they function as several separate libraries. There is some effort to develop an overarching library, but it is such a heavy lift that no one is eager to tackle the challenge.

11:27:15 From Jason Dreyer : Reacted to "On my team, we have ..." with 👍

11:27:19 From Anh Nguyen : Reacted to "Microsoft's LMS365: ..." with 👍

11:27:32 From Katie Burke : Reacted to "Microsoft's LMS365: ..." with 👍

11:27:37 From Anh Nguyen : Reacted to "On my team, we have ..." with 😬

11:29:01 From Katie Burke : Reacted to "On my team, we have ..." with 👍

11:29:07 From Erica Beggan : Reacted to "Unless they're not -..." with 👍

11:29:08 From Erica Beggan : Removed a 👍 reaction from "Unless they're not -..."

11:30:08 From Don Becker : Be intentional with your hierarchy!

- 11:30:13 From Katie Burke : Reacted to "Be intentional with ..." with 👍
- 11:30:16 From Anh Nguyen : Reacted to "Be intentional with ..." with 🙌
- 11:30:16 From Jason Dreyer : Reacted to "Be intentional with ..." with 👍
- 11:30:37 From Laura Morrill : Questions on Teams. Is this in lieu of SharePoint of in addition to? We do use Teams but one of the issues we face is there are duplicate docs and then it gets hard to figure out what's current.
- 11:30:54 From Erica Beggan : I'm working on a project and that team's KMS will be housed within their call center tool, so we don't want to introduce another tool if that's the one they'll rely upon. So, don't force a KMS solution if it won't be adopted. You might think it's awesome, but they may not.
- 11:30:58 From Noelle Oberg : Liza & I are just about to start this... exciting and overwhelming :)
- 11:31:14 From Renee Minium : I'm not sure if all systems work this way, but the back end of teams is sharepoint
- 11:31:31 From Jason Dreyer : Reacted to "I'm not sure if all ..." with 🙌
- 11:31:35 From Erica Beggan : Reacted to "I'm not sure if all ..." with 🙌
- 11:31:38 From Anh Nguyen : Reacted to "Liza & I are just ab..." with ❤️
- 11:31:41 From Katie Burke : That's a great tip about how we search for knowledge in life will be how we search in the workplace. For me, I'm relying more on using chatgpt for quick searches so I don't have to comb through results... so curious about how generative AI will also influence learning knowledge management
- 11:31:44 From Anh Nguyen : Reacted to "I'm not sure if all ..." with ❤️
- 11:31:55 From Katie Burke : Reacted to "I'm working on a pro..." with 👍
- 11:32:01 From Erica Beggan : Teams can be the interface instead of SP itself but SP is the repository.
- 11:32:08 From Katie Burke : Reacted to "I'm not sure if all ..." with 👍
- 11:32:15 From Katie Burke : Reacted to "Teams can be the int..." with 👍
- 11:32:32 From Katie Burke : Replying to "I'm working on a pro..."

So true! It can be overwhelming having so many systems and tools for different things

- 11:33:31 From Anh Nguyen : Reacted to "Teams can be the int..." with ❤️
- 11:33:45 From Anh Nguyen : Replying to "Teams can be the int..."

Great explanation.

- 11:34:17 From Katie Burke : I like the issue tracker feature a lot
- 11:34:32 From Katie Burke : especially with being able to tag issue type with it being color coded & who assigned to
- 11:35:17 From Renee Minium : There are similar add ins on teams, too. You can add calendars and project management and OneNote to name a few
- 11:35:27 From Katie Burke : Reacted to "There are similar ad..." with 👍
- 11:35:49 From Benita Neely : Reacted to "There are similar ad..." with 👍
- 11:35:57 From Anh Nguyen : Reacted to "There are similar ad..." with 👍
- 11:36:03 From Anh Nguyen : Reacted to "especially with bein..." with 👍
- 11:36:09 From Jason Dreyer : Replying to "I like the issue tra..."





Thanks, I built that myself

- 11:36:29 From Anh Nguyen : Reacted to "Thanks, I built that..." with ❤️
- 11:36:36 From Erica Beggan : Replying to "I like the issue tra..."
- The issue tracker is very cool and easy to use.
- 11:36:36 From Katie Burke : Reacted to "Thanks, I built that..." with ❤️
- 11:36:55 From Jason Dreyer : Replying to "There are similar ad..."

And all those add-ins show up on the SharePoint view as well.

- 11:37:02 From Anh Nguyen : Reacted to "The issue tracker is..." with ❤️
- 11:37:08 From Kathy Treadway : can you add someone to a Teams channel based on a link you share? or does it have to be my an email address?
- 11:37:52 From Erica Beggan : Reacted to "Thanks, I built that..." with 😊
- 11:39:01 From Erica Beggan : If you control the team channel, you can add them in the channel itself and then a push notification goes out to them.
- 11:39:43 From Anh Nguyen : Reacted to "If you control the t..." with 👍
- 11:40:04 From Katie Burke : I need to hop off for my next meeting- I've really enjoyed this conversation! Such an important topic 😊 I'd love to stay connected:
<https://www.linkedin.com/in/katie-burke-shrm-cp-ma-hrm/>
- 11:40:13 From Anh Nguyen : Reacted to "I need to hop off fo..." with ❤️
- 11:40:19 From Don Becker : Reacted to "If you control the t..." with 👍
- 11:40:21 From Erica Beggan : But, you might have to check for your orgs overall Admin

permissions for your Microsoft license to understand what they do/not allow.

- 11:40:26 From Jason Dreyer : Reacted to "I need to hop off fo..." with 
- 11:40:28 From Anh Nguyen : Reacted to "But, you might have ..." with 
- 11:40:37 From Jason Dreyer : Reacted to "But, you might have ..." with 
- 11:41:11 From Don Becker : I  OneNote
- 11:41:20 From Benita Neely : @Don What app did you use for your tracker in Teams?
- 11:41:42 From Don Becker : Replying to "@Don What app did yo..."

Tracking what?

- 11:41:57 From Renee Minium : brb
- 11:42:12 From Anh Nguyen : Replying to "@Don What app did yo..."



I think the tracker feature was what @jasondreyer added.

- 11:42:27 From Benita Neely : Replying to "@Don What app did yo..."




looks like you showed an issue tracker

- 11:42:42 From Benita Neely : Replying to "@Don What app did yo..."

thanks jason

- 11:42:45 From Anh Nguyen : Jason can license that!
- 11:42:52 From Erica Beggan : But @Jason Dreyer - want it a widget offered in SP?
- 11:43:01 From Anh Nguyen : Reacted to "But @Jason Dreyer -..." with 
- 11:43:31 From Erica Beggan : You can do that in Teams too!
- 11:43:38 From Anh Nguyen : Reacted to "You can do that in T..." with 
- 11:43:49 From Jason Dreyer : Replying to "But @Jason Dreyer -..."

There's a basic structure that I had to customize.

- 11:44:03 From Jason Dreyer : Reacted to "You can do that in T..." with 
- 11:46:09 From Shannon Tipton : Loving everything about this conversation!
- 11:46:14 From Anh Nguyen : Reacted to "Loving everything ab..." with 
- 11:46:19 From Jason Dreyer : Reacted to "Loving everything ab..." with 
- 11:47:47 From Erica Beggan : @Nathan Kuipers brings up a good point - there's a need to have a consistent filing process (naming conventions, parent folder are (what), child folders

are (what), etc.

- 11:47:54 From Anh Nguyen : Reacted to "@Nathan Kuipers brin..." with 🙌
- 11:48:03 From Shneay Kazan : Reacted to "@Nathan Kuipers brin..." with 🙌
- 11:48:03 From Heather Varney : yes, redundancy. :(
- 11:48:26 From Erica Beggan : Reacted to "There's a basic stru..." with 👍
- 11:48:35 From Shneay Kazan : Fully agree. In my org it feels like we're a bunch of islands - everyone has their own "system" and in doing this, nothing is cohesive and noone knows where to find the information they need
- 11:48:43 From Jason Dreyer : Reacted to "@Nathan Kuipers brin..." with 🙌
- 11:49:06 From Shneay Kazan : another process doc? ;)
- 11:49:12 From Jason Dreyer : Reacted to "another process doc?..." with 🤔
- 11:49:36 From Anh Nguyen : SparkLearn?
- 11:49:54 From Nathan Kuipers : Maybe even a "dependencies" list is what would help my situation the most.
- 11:49:54 From Anh Nguyen : Reacted to "Fully agree. In my o..." with 👍
- 11:50:46 From Katie Snow : Reacted to "@Nathan Kuipers brin..." with 🙌
- 11:51:10 From Noelle Oberg : Gotta run! Have a great weekend.
- 11:51:55 From Anh Nguyen : Reacted to "Gotta run! Have a gr..." with ❤️
- 11:52:19 From Nathan Kuipers : I have to run as well! Best wishes all and please say hi anytime you'd like!
- 11:53:08 From Anh Nguyen : Reacted to "I have to run as wel..." with ❤️
- 11:53:40 From Stella Lindeke : Great example #Renee! But still you have to make sure the links are updated.
- 11:54:29 From Heather Varney : everyone "has their own system/way of working" is what we hear when we suggest getting organized and maintaining that system.
- 11:54:37 From Shneay Kazan : Reacted to "everyone "has their ..." with 👍
- 11:55:35 From Shneay Kazan : knowledge management administration is a job in and of itself - but often falls to L&D professionals who already have fulltime responsibilities
- 11:55:57 From Shneay Kazan : And then it falls to the side of the desk and doesn't get done
- 11:56:04 From Don Becker : Reacted to "And then it falls to..." with 👍
- 11:56:06 From Jason Dreyer : Reacted to "And then it falls to..." with 🙌
- 11:56:11 From Jason Dreyer : Reacted to "knowledge management..." with 🙌

- 11:56:25 From Benita Neely : Reacted to "knowledge management..." with 🍷
- 11:57:00 From Erica Beggan : Reacted to "knowledge management..." with 🍷
- 11:58:15 From Erica Beggan : Reacted to "Loving everything ab..." with 🙌
- 11:58:20 From Laura Morrill : I find it takes about 2 months to forget something. So in a sense, I think it's also important to document things that happen quarterly or yearly
- 11:58:29 From Anh Nguyen : Have you heard our exciting news?? Learning Rebels Programs, such as Learn Something New, are pre-approved for CPTD/APTD eligibility and re-certification points!
- <https://learningrebels.com/cptd-apt-d-provider/>
- 11:58:36 From Kathy Treadway : Reacted to "Have you heard our e..." with ❤️
- 11:58:37 From Katie Snow : Reacted to "Have you heard our e..." with ❤️
- 11:58:45 From Laura Morrill : Reacted to "Have you heard our e..." with ❤️
- 11:59:00 From Don Becker : Organization is hawwwwt
- 11:59:01 From Erica Beggan : Reacted to "Have you heard our e..." with 🙌
- 11:59:06 From Jason Dreyer : Reacted to "Organization is haww..." with 🤔
- 11:59:07 From Anh Nguyen : Reacted to "Organization is haww..." with 😄
- 11:59:08 From Shneay Kazan : Reacted to "Organization is haww..." with 🔥
- 11:59:16 From Anh Nguyen : Speaking of Learn Something New, join us for the July 12th edition: To Game or Not to Game led by Don Becker.
- <https://learningrebels.com/event/to-game-or-not-to-game-that-is-the-question/>
- 11:59:25 From Katie Snow : Great message today! Thanks so much!
- 11:59:31 From Shneay Kazan : Thanks everyone! This was my first coffee chat, but not my last 😊
- 11:59:35 From Anh Nguyen : Reacted to "Thanks everyone! Thi..." with ❤️
- 11:59:39 From Jason Dreyer : Reacted to "Thanks everyone! Thi..." with 🧡
- 11:59:42 From Jason Dreyer : Reacted to "Great message today!..." with 🧡
- 11:59:45 From Anh Nguyen : Replying to "Thanks everyone! Thi..."

Thanks for joining! We'd love to see you again

- 11:59:46 From Katie Snow : Replying to "Thanks everyone! Thi..."

Same, Shneay!

- 11:59:53 From Erica Beggan : Reacted to "Thanks everyone! Thi..." with 🙌

11:59:55 From Benita Neely : Reacted to "Thanks everyone! Thi..." with ❤️

12:00:00 From Anh Nguyen : If you've enjoyed the convo today, we'd love to see you in the Learning Rebels Community where you can connect with L&D professionals like the ones on Coffee Chat! Explore here - <https://learning-rebels-network.mn.co>

12:00:22 From Stella Lindeke : Thank you so much Shannon. Have a great weekend everybody.

12:00:23 From Jason Dreyer : Join the community!

12:00:24 From Kathy Treadway : Excellent conversation and sharing! Thanks all!

12:00:34 From Don Becker : thanks a lot!!

12:00:34 From Anh Nguyen : Have a great weekend, everyone!!

12:00:35 From Laura Morrill : Yes, this was great - thanks again.

12:00:47 From Renee Minium : thanks Shannon! I really appreciate this call!

12:00:53 From Anh Nguyen : Reacted to "thanks Shannon! I r..." with ❤️

12:00:55 From Anh Nguyen : Reacted to "Yes, this was great ..." with ❤️

12:01:09 From Regina Doeppel : Thank you!

12:01:16 From Jason Dreyer : You too!!