

# How Communities Foster Knowledge Sharing?

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Knowledge Management Officer

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E20 Summit – Social Improvement Culture

**Schneider**  
Electric

# Schneider Electric at a glance

**24**

billion € sales in 2012

**41%**

of sales in new economies

**140 000+**

people in 100+ countries

**4-5%**

of sales devoted to R&D

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The global specialist in  
Energy management

Making energy:

- Safe
- Reliable
- Efficient
- Productive
- Green

Covering

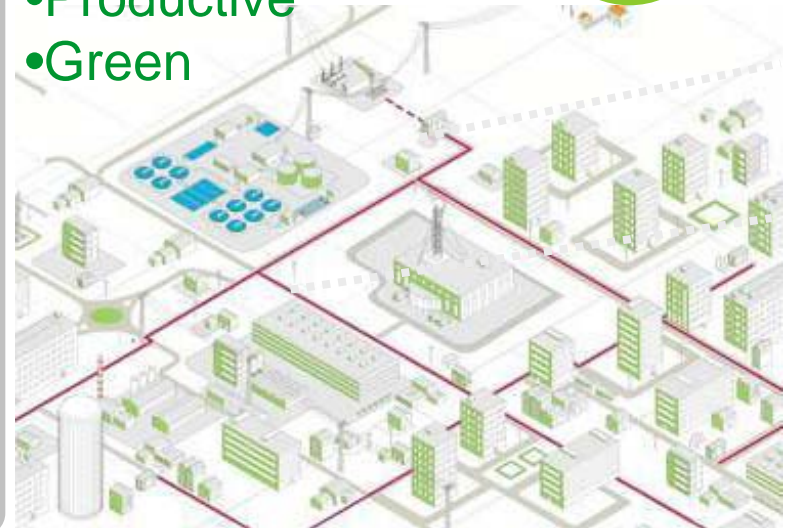
**72%**

of world final energy consumption

up to  
**30%**  
energy saving



Energy production  
& transmission



Energy usage

A Recognised  
Sustainable commitment




If only Schneider  
knew what  
Schneider knows...



Communities as  
an Enabler for  
Social Learning

Good Practice for  
Cultural Shift



# Communities as an Enabler for Social Learning

What are Communities for?

How are they organized in Schneider Electric?

# Communities for our Collective Intelligence

## A Community is...

- A group of people who share an interest, craft, or profession
- The group learns from each other by sharing experiences and best practices
- The members develop personally and professionally



# Communities for our Collective Intelligence

At Schneider Electric, we use Communities to...

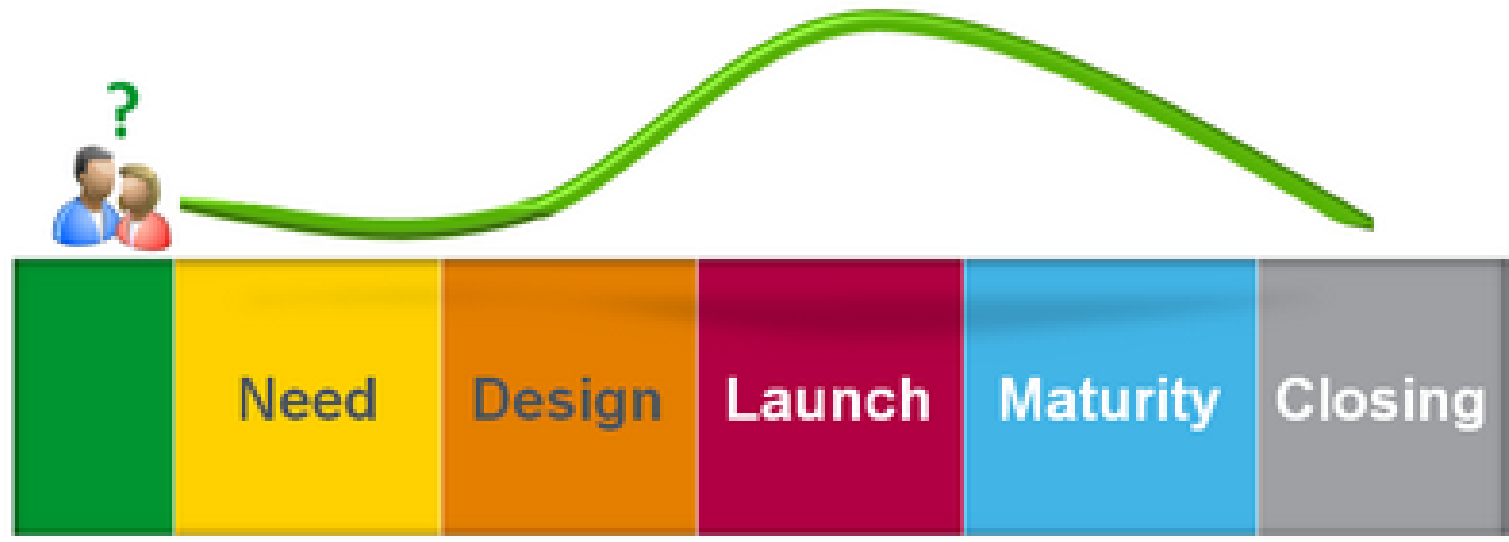


- Share our collective intelligence in a collaborative manner
- Have fun, collaborate and share knowledge across entities
- Network across functions and businesses

# Communities for our Collective Intelligence

Is there a process?

## The Community Lifecycle



Communities @ Work

# Communities @ Work – 100+ Communities

## Support by C@W

- Assist in designing and launching a new community
- Revitalize a moribund community
- Measure the value brought by each community
- Help communities benefiting from our Social Collaboration tool
- Increase skill of leaders

Home | Louis-Pierre GUILLAUME

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Communities@Work (C@W) | 4 Sub-Subject(s)

Follow this subject if you have a practice or an interest in Community Management. The Community Directory and the resources for Community Leaders (toolkit, lifecycle, webinars, support...) are available from <http://communities.schneider-electric.com>

Owners: 2 Followers: 167

Main Wall

Subjects

People

Apps

My Filters

Insight

Post Poll Event

What's going on?

All "Communities @Work" on Quickr Filter Posts

Louis-Pierre GUILLAUME

Posted to: Communities@Work (C@W) and 1 more December 3, 2012 at 4:50 PM

Webinar: "How to Animate a Community".  
Agenda: Presentation of 4 Tips + brainstorming. Use case about the recognition of your members. Reminder of the Communities@Work model

Dec 04 Your response is Attending RSVP  
December 4, 2012 at 4:00 PM  
Event Duration: 01 hours and 00 minutes  
Conf call + WebEx + Hive Immortelle 401

Now

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Octo

2012

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Links

Chat (3)

Welcome Library Our Communities Connect Program IM

Communities @ Work

You are in Communities @ Work

Hide folders Library

Latest news >>

Community Success Stories & video: [here](#)  
Webinar: How to Animate a Community: [here](#)  
Communities On Global Intranet (Swebi): [here](#)

Discover our communities!  
Have a look at Schneider communities below.  
Register yours [here](#)

Business	Components	Human Resources	Finance
Methods & Tools	Products	Project Management	Purchasing
Quality	Sales & Marketing	Software	Solutions
Supply Chain	Sustainability	Technologies	Other & TBD



# Collaboration & Knowledge Management: The Roadmap



**2014**

- Social collaboration in the flow of work
- Shared practices bring business value
- Spice available for all employees

**2013**

- Focus on cross entity Community of Practice
- Training & recognition program
- Knowledge Management Governance
- Measurement & continuous improvement

**2012**

- 10+ new active 'Community of Practice'
- Launch of Spice
- Team Recognition with success stories and reusable shared practices

Covered in Connect  
"Engaging Workplace:  
Communities for our  
Collective Intelligence"



# Good Practice for Cultural Shift to Knowledge Sharing

Focus on the Community Leaders

# The Community Leader at the Center

## Responsibilities

- Drive dynamic and ensure proper facilitation
- Keep activity and discussion relevant to the scope of the group
- Encourage participants to share ideas and insights
- Foster trust and collaboration between participants
- Share Community results and success stories

## Skills

- Communication skills
- Questioning skills (as opposed to telling)
- Summarizing skills



## Competency

- "Knowledge Management & Collaboration"

# What is the role of a Community Leader?

## Ensure the basics

- Sponsor
- Core team
- Charter
- Yearly themes & objectives

## Animate & grow

- Bring discussions inside the community
- Organize events
- Lead by example
- Increase our culture of collaboration
- Grow his/her leadership skill
- Foster knowledge sharing

## Capture the value

- Gather success-stories
- Organize best practices
- Meet community objectives
- Ensure Sponsor recognition





# Q&A



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