



Knowledge Sharing Toolkit

Troubleshooting CoPs

Communication/Media	
Troubleshooting Online CoPs	The Power Law of Participation - http://ross.typepad.com/blog/2006/04/power_law_of_pa.html Join an online community: http://www.elearninglearning.com/
Online Facilitation	http://tech.groups.yahoo.com/group/onlinefacilitation/ http://tech.groups.yahoo.com/group/onlinefacilitation/message/33
Managing geographically dispersed teams	"Can Absence Make the Team Grow Stronger?" – file attached
Organizational Support	
Establishing a generative organizational culture	'Typology of Culture' - file attached
CoPs: The Organizational Frontier	http://www.stevens.edu/cce/NEW/PDFs/commprac.pdf
Book	Saint-Onge H, Wallace D. Leveraging Communities of practice for strategic advantage, Butterworth Heinemann 2003.
Organizational Investment in CoPs	http://kmedge.org/wp/cop.html Using CoPs to Drive Organizational Performance and Innovation – Executive Summary Attached
Relational Capital	
When an influential community member goes rogue	http://www.communityspark.com/when-an-influential-community-member-goes-rogue/
How to deal with bad apples	http://www.communityspark.com/how-to-deal-with-bad-apples-in-your-online-community/
Lateral Mentoring	' Lateral Mentoring' - File attached
Active Practitioner Participation	
WIFME Survey	File attached
Sustaining your CoP	http://www.kunnskapsnettverk.no/C14/C10/CoP/Document%20Library/HowtoAvoidaMidLifeCrisisinYourCoPs.pdf http://citeseerx.ist.psu.edu/viewdoc/download?doi=10.1.1.104.3258&rep=rep1&type=pdf

Developing your CoP – Case Study	http://melaniebarwick.com/document/CDPAC_Final_Report_version_date_April_23_2008.pdf
Temperature Check	'COFFEE CoP Reflective Exercise' – File Attached
	Shared Practice
Practice talk around troubleshooting	Extract attached
Collecting Stories	http://www.youtube.com/watch?v=TXUU3E8YhFE