

2.7. Competency requirements for staff working in NSKM

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Competencies for staff working in NSKM

Competencies of a Knowledge Manager

A Knowledge Manager plays a critical role in capturing, organizing, and distributing knowledge within an organization to enhance its efficiency and innovation.

Here are the key competencies required for a Knowledge Manager:

1. Analytical Skills

- Data Analysis: Ability to analyze large sets of data to identify trends, patterns, and insights.
- Problem-Solving: Capable of diagnosing issues and finding effective solutions.

2. Technical Proficiency

- Knowledge Management Systems: Proficiency in using and managing knowledge management platforms and databases.
- IT Skills: Basic understanding of IT infrastructure, including cloud computing, data security, and software tools.

3. Communication Skills

- Effective Communication: Ability to clearly articulate ideas, knowledge, and instructions both verbally and in writing.
- Interpersonal Skills: Strong skills in building relationships and facilitating knowledge sharing among employees.

Competencies for staff working in NSKM

4. Communication Skills

- Clear Communication: Ability to clearly articulate safety procedures, technical information, and regulatory requirements to diverse audiences, including non-technical stakeholders.
- Report Writing: Proficient in writing detailed and accurate safety reports, technical documents, and regulatory compliance documents.

5. Organizational Skills

- Project Management: Competent in managing safety-related projects, including scheduling, resource allocation, and meeting regulatory deadlines.
- Documentation: Efficient in organizing and maintaining comprehensive records of safety procedures, incident reports, and compliance documentation.

6. Strategic Thinking

- Long-term Planning: Ability to anticipate future safety challenges and develop strategic plans to address them.
- Change Management: Skilled in implementing changes in safety protocols and ensuring smooth transitions while maintaining compliance.

Competencies for staff working in NSKM

7. Leadership and Teamwork

- Leadership: Capable of leading safety initiatives, motivating team members, and promoting a culture of safety within the organization.
- Collaboration: Effective in working with cross-functional teams, regulatory bodies, and external stakeholders to ensure comprehensive safety management.

8. Continuous Learning and Adaptability

- Professional Development: Commitment to continuous learning and staying updated with the latest advancements in nuclear safety and knowledge management practices.
- Adaptability: Ability to adapt to new technologies, regulatory changes, and emerging safety challenges.

9. Ethical and Safety Mindset

- Ethical Standards: Upholding the highest ethical standards in all safety-related activities and decision-making processes.
- Safety Culture: Promoting a strong safety culture by demonstrating a personal commitment to safety and encouraging others to do the same.

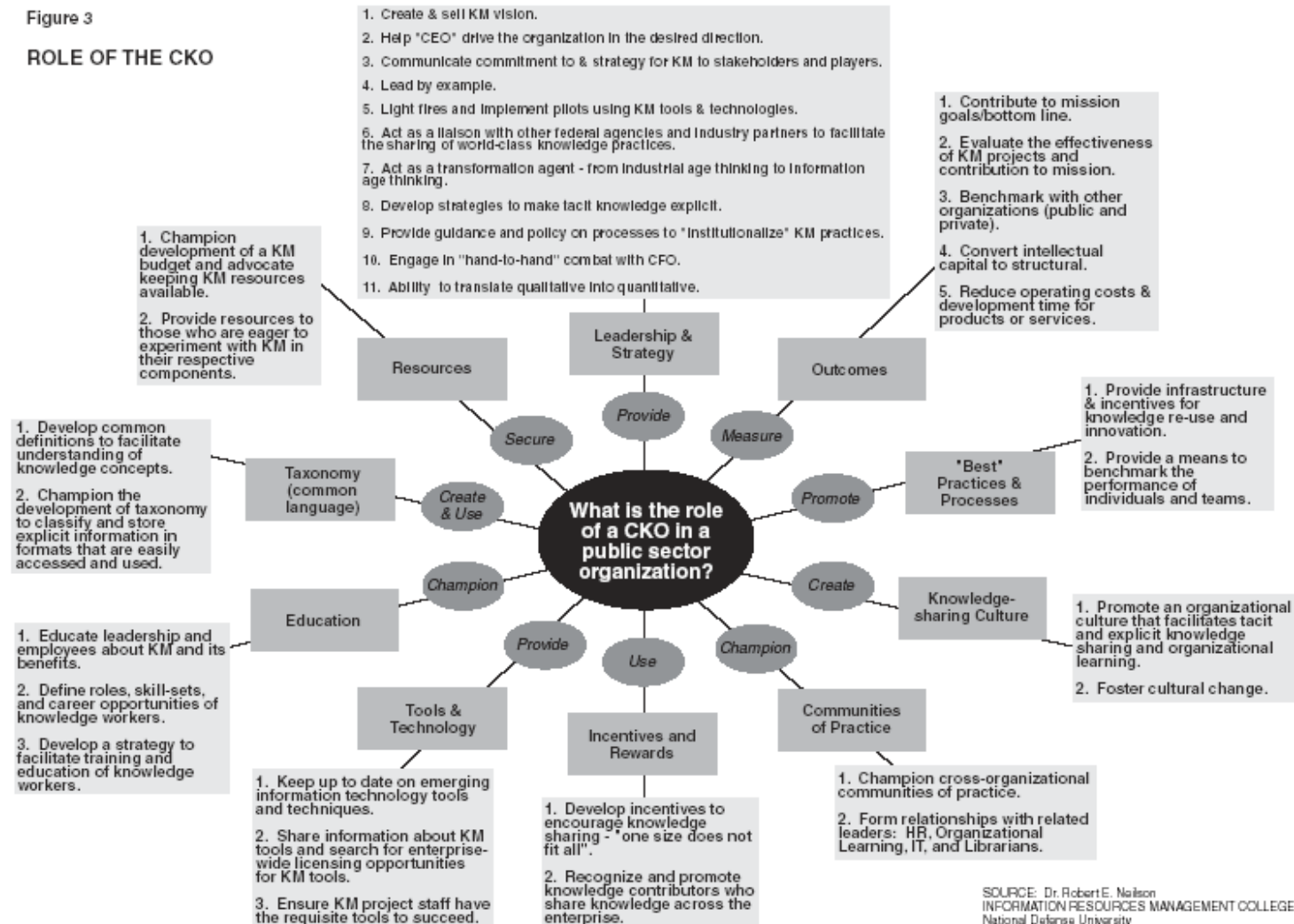
10. Training and Development

- Training Design and Delivery: Skilled in designing and delivering effective training programs to educate personnel on safety procedures, regulations, and best practices.
- Mentorship: Providing mentorship and guidance to junior staff and fostering an environment of continuous improvement and knowledge sharing.

Role of the Chief Knowledge Officer (CKO)*

Figure 3

ROLE OF THE CKO



SOURCE: Dr. Robert E. Neilson
INFORMATION RESOURCES MANAGEMENT COLLEGE
National Defense University

CKM1 11

*An example from the US Nuclear industry

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What are the competencies of the KM Team members?

To have the common understanding in the NSKM Team, practically all team members has to have the same competencies.

But....

Certainly, a different (lower level) of understanding.

The KM Manager should be an

- Experienced staff in the organization, champion in KM
- Act and decide alone in the framework of the project
- A reporter able to write report for Senior management and able to communicate with them

The KM Team member are working

- Under the supervision of the KM Manager
- Based on the give instruction he/she able to implement smaller tasks
- Able to work in any roles of the team

An ideal KM team is multi-disciplinary, with roles that cover strategic, technical, and operational aspects of knowledge management. This ensures a holistic approach to capturing, storing, sharing, and utilizing knowledge within the organization. The team should be flexible and adaptable to evolving KM needs and technologies.

..and of course do not forget the 4 Quadrant Model (for Regulatory Body)!

Quadrant 4 - Personal and behavioural competences

- 4.1 Analytical thinking and problem solving
- 4.2 Personal effectiveness and self-management
- 4.3 Communication
- 4.4 Team work
- 4.5 Managerial and leadership competences
- 4.6 Safety culture competence

Quadrant 1 - Competences related to the legal, regulatory and organizational basis

- 1.1 Legal basis
- 1.2 Regulatory policies and approaches
- 1.3 Regulations and regulatory guides
- 1.4 Management system

Quadrant 3 - Competences related to regulatory body's practices

- 3.1 Review and assessment
- 3.2 Authorization
- 3.3 Inspection
- 3.4 Enforcement
- 3.5 Development of regulations and guides

Quadrant 2 - Technical disciplines competences

- 2.1 Basic science and technology
- 2.2 Applied science and technology
- 2.3 Specialized science and technology

Thank you for your attention!

Questions/Comments?