

# CHI Learning & Development (CHILD) System



### **CONVENE & CONNECT**

Convening is the art of bringing the community (of practice) and relevant stakeholders together to connect members and engage them in meaningful conversations. The diversity of a community and a risk-free and inclusive environment help develop conversations and engage members.

Start small, create the conducive environment to convene and network people. Proper community management to ensure diversity of views, prioritize equity for access to opportunities and resource and where everyone feels they belong and can actively participate. Diversified, equity and inclusiveness environment where there is diverse representation, fairness and everyone feel valued and heard.

## Activities oriented to developing the practice – Podcast

#### **WHAT**

#### **Podcast**

Podcast is a short audio or video recording (typically 5 to 20 minutes) on a particular topic that is streamed or available for download on the intranet or internet. It is can be in a form of an interview with a key decision maker or subject matter expert, or simply having them deliver their topic spontaneously in front of the video camera (or voice recorder).

#### WHY

Podcasts support knowledge transfer by packaging knowledge into bite-sized and digestible chunks. In addition, by utilising sight and sound, video podcasts are suited to both visual and auditory learners.

#### **HOW**

Podcast production can be summarised into 6 key steps:

- **Topic**. Identify the topic and knowledge sharer
- Questions\*. Research the story and prepare powerful questions that are open, simple (one question at a time) and topic-centred
- Plan. Plan the interview and video-shoot (or audio recording)
- Interview\*. Conduct the interview
- **Edit**. Edit the video (or audio recording) to make it into a concise chunk of 3 to 10 minutes. If it is longer than that, consider breaking them into multiple parts (episodes)

Adapted from Knowledge Management Tools and Techniques by the UK Improvement and Development Agency for Local Government, KM Approaches Methods and Tools – A Guidebook by Patrick Lambe and Edgar Tan, Knowledge Management Consulting Method by Knowledge Associates and Knowledge Sharing in LTA.



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- Publish. Publish the podcast on the intranet or internet. Possible platforms include Workplace by Facebook and YouTube
- \* Steps 2 & 4 can be omitted for non-interview podcasts.