

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 – Mentoring

WHAT

Mentoring

Mentoring is about an aspiring expert (the mentee) practicing under the guidance of an expert (the mentor). Unlike classroom learning, the mentee is given practical tasks, under the supervision and guidance of the mentor.

WHY

Mentoring is one of the most effective ways of transferring tacit knowledge. It can also help the mentee to become a recognised and accepted member of the professional community.

HOW

Mentoring can be implemented either formally or informally. Formal mentorship could involve a mentoring programme where an employee is assigned to a mentor for a pre-determined duration (e.g. 1 year), and includes assignments, meetings, formal mentor training, assessment etc. Informal mentoring could involve assigning a guide to a new employee, or simply encouraging the new employee to seek out a mentor.

The characteristics of an ideal mentor are as follows:

- 1. Personal expertise
- 2. Familiarity with the organisation
- 3. Desire to mentor
- 4. Commitment (time, resources, persistence)
- 5. Ability to communicate, motivate and foster trust

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.



- 6. Ability to allow for personal development of the mentee (i.e. Able to accept different approaches and offer his own advice as an alternative, not a mandate)
- 7. Self-aware and self-critical

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