Knowledge Harvesting

A structured approach to help an organisation understand and record the knowledge and experience of people, often before they leave or move roles. A facilitator interviews the leaver then organises and packages the resulting knowledge into a knowledge asset to be published for the use of others taking over the role.
Knowledge Harvesting

The key stages in knowledge harvesting are:

- Identification of key knowledge areas
- Confirmation of the individuals who have this key knowledge
- Preparation for the knowledge harvest
- Knowledge harvest interview, typically 4 hours
- Initial packaging of the material
- Approval of the material by the interviewee
- Creation and then publication of the knowledge asset

How to undertake a knowledge harvesting interview

1. Start early
   The whole process from identifying an interviewee to launching a knowledge asset typically takes around 7 weeks.

2. Ask the right questions
   Input from the customers for the interviewee’s knowledge helps to ensure the knowledge asset will be of maximum benefit to them.

3. Decide the best way to package this knowledge
   Make the harvested knowledge available for the organisation or team as a knowledge asset.

Consult the knowledge harvesting toolkit link below.