

# Sharing Knowledge Management practices

Experiences of the UK Office of Fair  
Trading

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Presentation to  
12th Session of the Intergovernmental Group of Experts on  
Competition Law and Policy , Geneva, 11 July 2012

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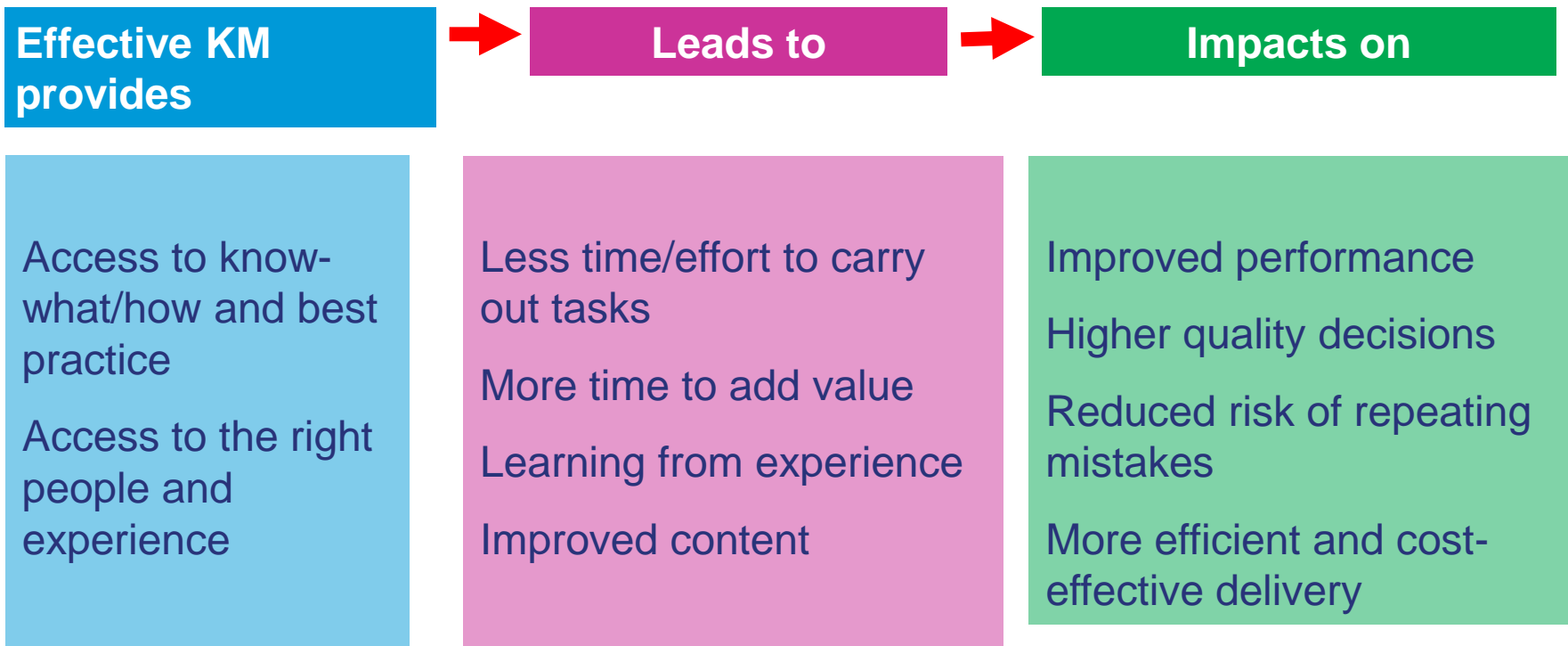
## The OFT Know-How team

- Set up in 2007
- Central team located within General Counsel's Office
- Role: to gather and disseminate knowledge relating to use of the OFT's competition, consumer and markets tools
- Originally 3 staff > expanded to 6 to set up and deliver the new Enforcement Academy
- Supported by network of Know-How Liaison Officers (KLOs)

# Core know-how sharing tools

- Know-how intranet pages
- Monthly electronic float
- Cross-Office know-how presentations
- Enforcement Academy
  - Basic level training
  - Skills training
  - More enforcement-focused talks
  - Enforcement Academy meetings

# Why is Knowledge Management important?



## Focus areas when setting up a KM system

- Dedicated resources (personnel, infrastructure)
- Develop and embed the culture
  - Encourage senior buy-in
  - Raise the profile of KM: appointment of a Knowledge Champion
  - Increase awareness: KM Road shows
  - Remind staff that KM is about knowledge sharing and seeking
  - More value through diversity: people can bring different views to the table (no 'sole expert')
  - KM is part of the day job, not an extra task
    - But we can be more efficient in how we do it

We all need to make a cultural change to embed KM into our work.<sup>5</sup>

## Areas of focus when setting up a KM system (2)

- Skill up staff coming in (induction) and retain the knowledge of leavers (knowledge harvesting)
- Requirements vs incentives?
  - Stick: include KM in job descriptions/objectives
    - Knowledge sharing is a core skill under the UK Professional Skills in Government (PSG) framework
  - Carrots: eg Knowledge prizes, merit awards
- Think about KM Strategy and Evaluation
  - Identify priorities
  - Ways of measuring success?

## How to share best practice with younger agencies?

- Participation at international conferences
- Contribution in international projects
  - eg ICN Agency Effectiveness WG – Competition Agency practice manual chapter on EKM
- Bilateral inter-agency visits – include KM on the agenda

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