

## Services We Provide...

Planning Sessions

Implementation Methodology

Community Workspace

Ongoing Process Management

<http://cop.gaic.com>

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# COMMUNITIES OF PRACTICE

Source for Accelerated Learning

Network of Expertise

Repository of Knowledge

Reuse of Business Solutions

Continuous Improvement Focused



# Learning Through Networking...

## Communities of Practice...

A Community of Practice (CoP) is a "group of people who've worked together over a period of time and have developed a common sense of purpose and a desire to share work-related knowledge and experience." Such groups are found anywhere people come together to share knowledge and enhance skills around a common interest – engineering, poetry, golf, underwriting – or any human endeavor that requires skill and know-how. CoPs are typically small groups of specialists that learn together. Because CoPs generate extraordinary learning, they are among the most important structures of any organization. The Technology Division is introducing Communities of Practice as a means to promote collaboration and learning across the companies that comprise AFG.

- Solve problems faster
- Improve performance
- Develop skills
- Share, reuse solutions
- Transfer knowledge and best practices
- Help drive strategies
- Develop customized solutions for unique problems
- Store and retain knowledge

### COMMUNITIES OF PRACTICE

#### *Mission*

*Enable networks of people to collaborate and share knowledge in pursuit of AFG business objectives.*

While sharing over 2,800 proven superior practices in a 4 year period, Ford documented savings of over \$850 million.

Researchers found that HP engineers soliciting advice and solutions from other divisions could cut time-to-market by 30%.

Partners at a global consulting firm have a 40% higher chance of winning business when they solicit input from other partners and consult the firm's knowledge base.

## AFG Communities of Practice currently in development:

### Electronic Document Management

Automate business processes and improve operational efficiencies

### Program Management

Ensure project success through best practices

### Software Process Improvement

Reduce development costs through quality assurance techniques

### Community Reading

Read, discuss, debate topics of interest

*"Most professionals learn about new tools and developments in their field not by reading journals, but by consulting their colleagues. Colleagues are not only sources of information; they are also sources of judgment about how valid and useful information will be. As communities of practitioners share ideas, they naturally tend to adopt common practices."*

Knowledge Management Review, 1999

*"People have always created communities, inside and outside of organizations. What is new is the emerging prominence and formality of communities of practice as boundary-spanning units in organizations, responsible for finding and sharing best practices, stewarding knowledge, and helping members work better. This new role for communities is emerging because they nurture and harness the raw material of this millennium, knowledge."*

American Productivity and Quality Center

## V A L U E

- Complements formal work groups
- Members share common interests
- Fueled by a desire to learn
- Reuse what works
- Develop and refine skills

Based on a review completed in 2000, Shell's Exploration and Production business realizes benefits of at least \$200 million per year through its knowledge sharing initiative.