

Meyer's Management Models

54. Best Practice Sharing Modes

How can I facilitate the sharing of best practices in my organization?

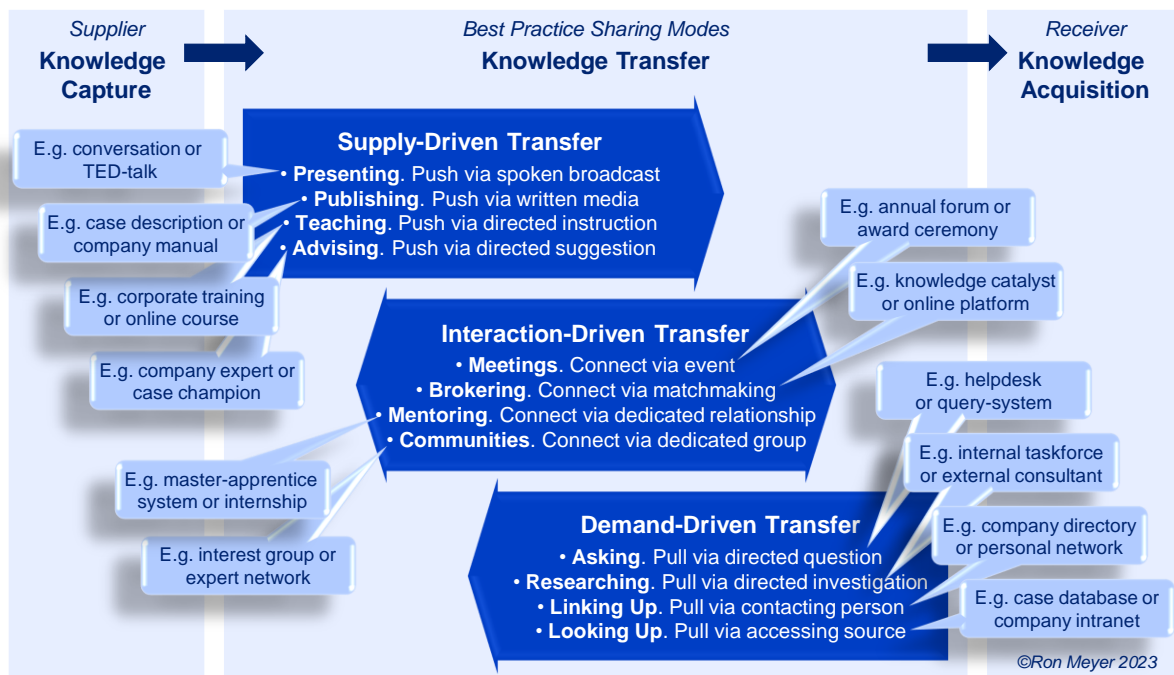
Key Definitions

In organizations, a *practice* is a way of doing something – a method or technique to achieve a specific result. By extension, a *best practice* is a currently accepted superior means of getting something done. It can be the best in an organization, an industry or even the world.

Best practice sharing is the process of communicating a superior method from one person, unit, or organization to another. It requires the identification of the best practice (*knowledge capture*), some mode of handover (*knowledge transfer*) and acceptance by the best practice receiver (*knowledge acquisition*). For more, see the Knowledge Sharing Bridges (model #23).

Conceptual Model

The *Best Practice Sharing Modes* framework outlines twelve commonly used ways to transfer best practices, grouped into three main categories. For each of these twelve best practice sharing modes, two examples are given of tangible ways of sharing – you could say these are 24 best practices of best practice sharing. All examples can be used separately or in parallel to achieve effective sharing, depending on the setting and type of practice being shared.



Key Elements

The three general categories and twelve specific best practice sharing modes are the following:

1. **Supply-Driven Transfer.** If someone has knowledge of a best practice, they can seek to spread it to others by proactively communicating their message using:
 - a. *Presenting.* They can broadcast using the spoken word, by giving a presentation to a management team, performing at a conference, or even sharing a taped video.

- b. *Publishing*. They can also broadcast via the written word, articulating the best practice in an article, book, company manual, magazine interview or online newsletter.
 - c. *Teaching*. They can also transfer by acting as an instructor, packaging the knowledge into a training, workshop, simulation, game, or online course.
 - d. *Advising*. They can also directly suggest what the receiver should do, playing the role of expert and/or consultant, or just championing a particular best practice.
2. ***Interaction-Driven Transfer***. Best practice supply and demand can also be brought together by organizing settings that encourage interaction, such as:
 - a. *Meetings*. People can be connected by staging events in which best practices can be showcased, such as an annual forum, knowledge exchange and award ceremony.
 - b. *Brokering*. People can also be connected via matchmaking, using a commercial broker, internal knowledge catalyst or an online platform to match supply and demand.
 - c. *Mentoring*. People can also be connected more structurally via dedicated learning relationships, such as using a master-apprenticeship system or internships.
 - d. *Communities*. People can also be connected to learn via dedicated exchange groups, such as expert networks, interest groups and professional associations.
 3. ***Demand-Driven Transfer***. A third approach is to actively assist individuals and/or organizations to search for best practices themselves, using one of the following modes:
 - a. *Asking*. They can be helped by making it easier to ask a directed search question, by having a helpdesk, digital query system (“who knows...”), search engine or chatbot.
 - b. *Researching*. They can also be helped by making it easier to investigate which best practices exist, by offering a taskforce with research capacity or a consultant.
 - c. *Linking Up*. It also helps if they can be brought into contact with a best practice supplier, using a company directory, who’s who overview or someone’s personal network.
 - d. *Looking Up*. Alternatively, it can help to quickly find the best practice itself from an overview, using a best practice database or an index on the company intranet.

Key Insights

- ***Best practices are actually better practices***. A method or technique is a best practice if it is a superior way of doing things than is currently used by others. It doesn’t have to be literally “the best”, but just better than what is commonly used and therefore worth adopting.
- ***Best practices can be shared***. People can try to slowly reinvent the wheel themselves (*learning by doing*) or can copy practices that seem to be working elsewhere (*learning by sharing*). To share, best practice “suppliers” and “receivers” need to work together, to identify what the best practice is (*knowledge capture*), hand it over from supplier to receiver (*knowledge transfer*) and let it land with the receiver (*knowledge acquisition*).
- ***Best practices can be pushed, pulled, or exchanged***. Sharing can be pushed by people who think they have valuable knowledge (*supply-driven transfer*) or be pulled by people looking for best practices (*demand-driven transfer*) or exchanged by people brought into connection with one another (*interaction-driven transfer*).
- ***Best practices can be shared using twelves modes***. Within each of these three general categories (supply-, demand- and interaction-driven), there are four best practice sharing *modes* – these are the mechanisms used to facilitate the knowledge transfer. Each mode is still generic (“teaching”) and needs to be mobilized in a tangible way (“training course”).
- ***Best practice sharing modes are complementary***. The Best Practice Sharing Modes framework offers a checklist of potential ways to facilitate sharing. Each mode can be used separately, but as they are complementary, can be combined into a sharing strategy.

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Insightful Tools to Kickstart Your Thinking

Publication Schedule

<i>July 2019</i>	<i>Mind the Gap Model</i>	<i>Change Management</i>
<i>August 2019</i>	<i>Digital Platform Map</i>	<i>Digital Strategy</i>
<i>September 2019</i>	<i>Interaction Pressure Gauge</i>	<i>Interpersonal Interaction</i>
<i>October 2019</i>	<i>Revenue Model Framework</i>	<i>Revenue Model Typology</i>
<i>November 2019</i>	<i>House of Engagement</i>	<i>Organizational Engagement</i>
<i>December 2019</i>	<i>Confidence Quotient</i>	<i>Trust Building</i>
<i>January 2020</i>	<i>Competition Tornado</i>	<i>Competitive Strategy</i>
<i>February 2020</i>	<i>11C Synergy Model</i>	<i>Corporate Synergy Management</i>
<i>March 2020</i>	<i>Leadership Fairness Model</i>	<i>Leader-Follower Interaction</i>
<i>April 2020</i>	<i>Strategic Agility Model</i>	<i>Strategy Process Approach</i>
<i>May 2020</i>	<i>Control Panel</i>	<i>Corporate Control Dimensions</i>
<i>June 2020</i>	<i>Rising Star Framework</i>	<i>Talent Management</i>
<i>July 2020</i>	<i>Strategy Development Cycle</i>	<i>Strategy Process Steps</i>
<i>August 2020</i>	<i>7I Corporate Center Model</i>	<i>Corporate Organization</i>
<i>September 2020</i>	<i>Storytelling Scripts</i>	<i>Leadership Communication</i>
<i>October 2020</i>	<i>Strategic Bets Framework</i>	<i>Strategic Decision-Making</i>
<i>November 2020</i>	<i>Rebound Model of Resilience</i>	<i>Organizational Resilience</i>
<i>December 2020</i>	<i>4C Leadership Capabilities</i>	<i>Leadership Competences</i>
<i>January 2021</i>	<i>Digital Product Model Dial</i>	<i>Digital Strategy</i>
<i>February 2021</i>	<i>Digital Distribution Model Dial</i>	<i>Digital Strategy</i>
<i>March 2021</i>	<i>Empowerment Cycle</i>	<i>Employee Empowerment</i>
<i>April 2021</i>	<i>Innovation Box</i>	<i>Innovation Approaches</i>
<i>May 2021</i>	<i>Knowledge Sharing Bridges</i>	<i>Best Practice Sharing</i>
<i>June 2021</i>	<i>Followership Cycle</i>	<i>Leader-Follower Interaction</i>
<i>July 2021</i>	<i>Everest Model of Change</i>	<i>Change Management</i>
<i>August 2021</i>	<i>Fruits & Nuts Matrix</i>	<i>Priority-Setting</i>
<i>September 2021</i>	<i>Powerhouse Framework</i>	<i>People & Organization Strategy</i>
<i>October 2021</i>	<i>Strategy Hourglass</i>	<i>Strategy-Making Steps</i>
<i>November 2021</i>	<i>Disciplined Dialogue Model</i>	<i>Interpersonal Communication</i>
<i>December 2021</i>	<i>Team Building Cycle</i>	<i>Team Building Process</i>
<i>January 2022</i>	<i>Market System Map</i>	<i>External Analysis Framework</i>
<i>February 2022</i>	<i>Strategic Alignment Model</i>	<i>Business Level Strategy</i>
<i>March 2022</i>	<i>Creativity X-Factor</i>	<i>Creativity Enhancement</i>
<i>April 2022</i>	<i>Organizational System Map</i>	<i>Organizational Analysis</i>
<i>May 2022</i>	<i>Corporate Value Creation Model</i>	<i>Corporate Level Strategy</i>

June 2022	Change Manager's Toolbox	Change Methodologies
July 2022	Sustainable You Model	Personal Sustainability
August 2022	Value Proposition Dial	Business Level Strategy
September 2022	The Tree of Power	Organizational Power
October 2022	Psychological Safety Compass	Team Dynamics
November 2022	Strategic Action Modes	Strategy Process
December 2022	Corporate Management Styles	HQ Management
January 2023	Thinking Directions Framework	Reasoning Skills
February 2023	5I Innovation Pipeline	Innovation Process
March 2023	Resistance to Change Typology	Change Management
April 2023	Ambition Radar Screen	Motivation Analysis
May 2023	Corporate Strategy Framework	Corporate Strategy
June 2023	Cultural Fabric Model	Organizational Culture
July 2023	New Pyramid Principle	Presentation Approaches
August 2023	Activity System Dial	Value Creation Analysis
September 2023	Customer-Centricity Circle	Organizational Design
October 2023	Status Snakes & Ladders	Leadership Branding
November 2023	Stakeholder Stance Map	Stakeholder Management
December 2023	Best Practice Sharing Modes	Sharing Methods
January 2024	Duty of Care Feedback Criteria	Feedback Method
February 2024	Dynamic Business Paradigm	Competitive Advantage
March 2024	Dynamic Organization Paradigm	Human-centered Organization
April 2024	Interpersonal Interaction Levels	Communication Approaches
May 2024	Partnership Distance Model	Interorganizational Relations
June 2024	Embedded Identity Model	Personal Awareness
July 2024	New Learning Curve	Personal Learning
August 2024	BOLD Vision Framework	Organizational Vision
September 2024	Meaningful Mission Framework	Organizational Mission
October 2024	Leadership Circle	Leadership Skills
November 2024	Performance Assignment Matrix	Corporate Strategy
December 2024	Self-Centered Thinking Framework	Thinking Styles
January 2025	Time Management Funnel	Personal Time Management