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Introduction This Learner Guide for the KnowSys Learning Seminar includes

- preview of the seminar,
- structured references from the online performance support system,
- guided practice worksheets,
- closure action plans, *and* evaluation form.

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 - 3 Advisor
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Agenda

Introduction

This is the schedule of learning events and breaks proposed for this three-part KnowSys seminar. Time periods are flexible and negotiable with participants.

The main focus of each session reflects the three directions of thinking in the learning organization:

- Session 1 — Reactive thinking
 - Session 2 — Adaptive thinking
 - Session 3 — Creative thinking.
-

Session 1: react

- Orientation and preview
 - A gross case study of the root beer game
 - React to the case study in –
 - job-alike groups
 - systemic groups
 - Debrief the gross case study
 - {Break}*
 - Explore and react to KnowSys — paper format
 - Explore and react to KnowSys — online Tutorial replacing Toolbook design
 - Explore visions of “FutureWork” and “Fifth Discipline” or similar visions
 - Summary of Session 1 and preview of Session 2
 - Closure action plan
-

Session 2: adapt

- Review Session 1 and preview Session 2
 - View KnowSys Tutorial — online Tutorial replacing Toolbook design
 - Practice in pairs or individually —
 - Build a ~Bit... ~Byte ... ~Boot ... ~Batch
 - {Break}*
 - Case study — Local action planning
 - Demonstration: Before and after, using cues and guidelines
 - Practice: who adapts more effectively — Sam or Sally?
 - Practice: adapt locally-provided documents by applying cues and guidelines
 - Summary of Session 2 and preview of Session 3
 - Closure action plan
-

More...

More... Agenda

Session 3: create

- Review Session 2 and preview Session 3
 - Create your own documentation
 - Walk-through demonstration
 - Practice from inside out
 - Practice from outside in
 - {Break}
 - Share documentation output with two other teams
 - Debriefing as whole group
 - Summary
 - Closure action plan
 - Evaluating the seminar as a whole
-

Goals and Objectives

Introduction The goals and objectives of the KnowSys Learning Seminar drive its learning activities.

Seminar goals The goals of the KnowSys Learning Seminar are:

Participants will

- be familiar with the content and functions of KnowSys knowledge system.
- feel comfortable using the KnowSys knowledge system.
- adapt and create structured documents using KnowSys.

Seminar objectives The objectives of the KnowSys seminar are:

Participants know how to use

- each support function of **KnowSys** in print or on screen.
- The online **KnowSys Tutorial**.

More...

More... Goals and Objectives

Session objectives

This table display objectives for each seminar session, according to

- input,
- process, *and*
- output.

Session	Input	Process	Output
1	Documents that have <ul style="list-style-type: none"> • unfamiliar content • limited accessibility • structured display in print and on screen 	Read and react to given documents <ul style="list-style-type: none"> • individually. • in teams. • as a whole group. 	<ul style="list-style-type: none"> • Draft report of personal reaction to a selected ~Batch of information. • Draft report of group reaction to case study. • Completed closure action plan
2	<ul style="list-style-type: none"> • KnowSys guidelines and cues • Online KnowSys Tutorial • Documents that have — <ul style="list-style-type: none"> • familiar content or not • common accessibility • unstructured displays in print and on screen 	React to and adapt given documents <ul style="list-style-type: none"> • individually. • in teams. 	<ul style="list-style-type: none"> • Four different KnowSys units • Eight decisions about effective adapting by others • Three ~Bytes of adapted information • Completed closure action plan
3	<ul style="list-style-type: none"> • KnowSys guidelines and cues • Documents that have — <ul style="list-style-type: none"> • familiar content or not • unknown accessibility • unstructured displays in print and on screen 	Create original documents <ul style="list-style-type: none"> • individually. • in teams. 	<ul style="list-style-type: none"> • One ~Batch of documents useful to local mission. • Completed closure action plan • Completed participant feedback form

Principles — Training and Learning from a Performance System

Introduction These principles derive from a list of ten “philosophical presumptions” appearing on page 192 in Winslow & Bramer’s book, *FutureWork*.

Principles These principles govern training and learning from a performance system.

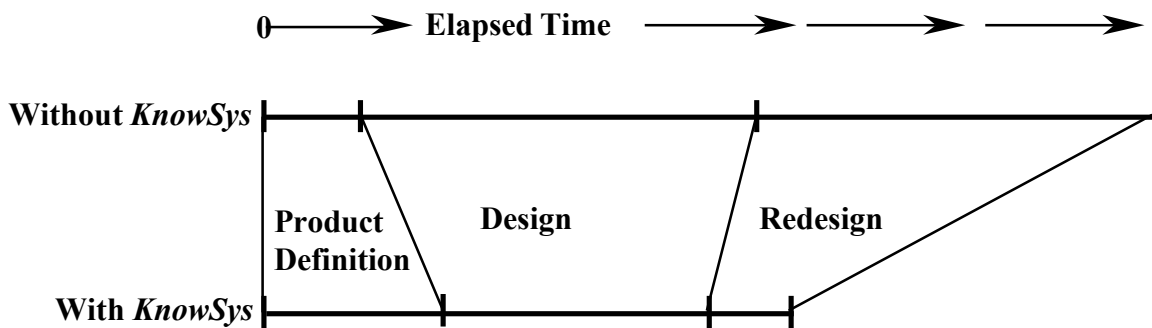
1. Effective training and learning is one-on-one.
 2. Learning occurs continuously, often in ways that trainers and educators least expect.
 3. Learning environment should be geared toward helping workers discover and construct knowledge, not merely attempting to fill workers with data and information.
 4. Learning and training must be
 - currently relevant with up-to-date and innovative information
 - multisensory, using various media fitting the subject or task.
 5. Support for learning and training should be
 - available on demand.
 - exploratory and interactive.
 - learner-driven, self-paced, and non-linear.
 - based on action learning — learning by doing.
 - designed and delivered in short segments, related to specific performance situations at the task level.
 - specific to the unique —
 - tasks being performed, and
 - person performing those tasks.
-

Diagram — KnowSys Design Benefits

Introduction A diagram shows quickly and effectively the differences of comparing the KnowSys method of documentation with a non-KnowSys method of documentation for the phases of a project.

Principle This principle applies to the design of documentation systems in quality organizations.
 Upfront costs are more controllable than remedial costs downstream from the recognition of problems in a design process or product.

Diagram This diagram displays a comparison of documentation design benefits with and without KnowSys.



Results Results of using KnowSys include

- reduced cycle time,
- reduced cost of new designs, *and*
- increased responsiveness to customer needs and technological advances.

Alternate Terminology for Structured Documentation Systems

Introduction Readers and writers may prefer to use familiar metaphors when meeting other minds in the world of books or computers. This document displays some choices for people who are learning a more structured system of documentation.

Benefits People like to compare new ideas with what they already know. Putting new stuff in familiar existing bins of knowledge is easier than cleaning out the closet and re-arranging things.

Downside Familiar terms and ideas carry special values that reconfirm one's choices and priorities.
Unfamiliar terms and ideas force one to re-examine one's values and priorities.

Comparison of terms This table compares several sets of terms that may assist people new to KnowSys to create or re-structure their "documentation systems."

Normal Writing	Information Mapping	KnowSys Unit	Mind Food	Mind Rags	Mind Site	Mind Tree	Mind Mall	Mind Land
paragraph	Block	~ Bit	bite	fabric	brick	leaf	item	home
--	Map	~ Byte	plate	suit	wall	twig	dept.	-hood
chapter	chapter	~ Batch	meal	bag	room	limb	shop	town
foreword	overview	~ Boot	menu	hanger	door	stem	map	atlas
book	volume	~ Book	buffet	rack	floor	tree	wing	state
library	document	~ Base	cafeteria	closet	house	forest	mall	nation

Proposal Permit trainees to choose which metaphor is most meaningful to them as they learn KnowSys principles, guidelines, and actions.

Closure Action Plan

Directions During the closure activity for each session, make notes to help you transfer what you have learned back to your work site.
Loop through these four questions to record up to three learning results.
Note: Each participant will need three copies of this Closure Action Plan during the seminar.

Tag What is the tag for a situation, concept, or principle you learned today?

- 1.
- 2.
- 3.

Description How do you describe in your own words what you learned?

- 1.
- 2.
- 3.

Plan How do you expect to put your new knowledge/skills into action?

- 1.
- 2.
- 3.

Prediction What will happen to you and your co-workers when you put your new knowledge/skills into action?

- 1.
- 2.
- 3.

Notes

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Participant Feedback — KnowSys Seminar Design and Delivery

Directions

As active participants, you can contribute to continuous improvement of future seminars by noting what you experienced versus what you expected.

Evaluate each agenda item as follows:

0 — Did not meet our needs — please suggest how to adapt design/delivery.

1 — Met our needs

2 — Wow!!

Session 1: react

Orientation and preview: [objectives]

A gross case study of the root beer game

React to the case study in —

- job-alike groups
- systemic groups

Debrief the case study

Explore and react to KnowSys —

- paper format
- online Tutorial

Explore the vision of the future

Summary of Session 1 and preview of Session 2

Closure action plan

Session 2: adapt

Review Session 1 and preview Session 2

Demonstrate KnowSys Tutorial

Practice in pairs or individually

- Build a ~Bit
- Build a ~Byte
- Build a ~Boot
- Build a ~Batch

Local case study

Demonstration: Before and after

Practice: Sam or Sally?

Practice: adapt local documents

Closure action plan

More...

More... Participant Feedback

**Session 3:
create**

-
- Review Session 2 and preview Session 3
 - Create your own documentation
 - Share documentation output
 - “walk through” demonstration
 - practice from inside out
 - practice from outside in
 - Debrief as whole group
 - Summary and closure action plan
-

**Added
comments**

I also want to comment here about...
