

Creating a Knowledge matrix

— Value and Benefit

Knowledge Category	John	Roy	Alan	Ed	Sue	Anne
Corporate Policy. Procedures						
Health & Safety requirements						
Financial Awareness						
Product Knowledge						
Competitive arena						
Budgetary requirements						
Production processes & Timescales						
Marketplace						

Value of a Knowledge Matrix

The value of creating a Knowledge Matrix is that it provides an instant and easily updatable snapshot of the knowledge capability or knowledge gaps of individuals and across the team.

A Knowledge matrix is a simple tool to create, administer and share with volunteers the currency of Knowledge and any Educational needs.

Benefits of a Knowledge Matrix

The use of a well constructed matrix can enable the Team Leader, Volunteers and Team members to recognise and understand the relevant knowledge capability available within the team.

The use of a matrix can enable the Team Leader to:

- Discuss and share the knowledge
- Allocate individuals with relevant knowledge to specific roles and tasks
- Identify knowledge gaps requiring sharing of knowledge or plan education to increase output and improve outcomes.
- Identify individual knowledge or knowledge gaps that enables or restricts individuals to cover other roles in the team or for progression.

Creating a ... Knowledge matrix

- ◆ Create a table with X rows, (for Knowledge criteria), and Y columns, (for names of volunteers or team members).
- ◆ Compile a list of key Knowledge criteria that is relevant for success in the role(s).
- ◆ Prioritise these criteria and then enter the criteria in the left-hand column
- ◆ Enter the names of team members or volunteers across the top row.
- ◆ Decide on a scoring scale 1 - 5, 1 - 10, A - E, Poor to Excellent
- ◆ For each of the team members (by column) enter a score for each of the Knowledge criteria (by row) where relevant to the individual or their role.
- ◆ Use the matrix to identify areas of Knowledge and Knowledge gaps across the team and where Education, or shared experience or learning can be undertaken.
- ◆ Monitor and Review the current Knowledge and performance against the criteria to update or add further Knowledge criteria as required.
- ◆ Update team members current scores as relevant Knowledge is gained for the current or future role.