

Think about your work organization. Based on your own experience, what has been the attitude of colleagues sharing their knowledge? Have you found them to be willing to share, or has hoarding been more typical? What are the most important factors that explain this behavior? How has this behavior affected the overall efficiency of the department or work unit? What would you recommend to improve knowledge sharing?

Week#3 Assignment

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In this paper, I will discuss my experience at work as it pertains to sharing knowledge in the workplace. I will explore the attitude of employees as well as discuss the reasons why some employees do not share information with their colleagues. In doing so, I will examine the overall

effect it has on the inspection team. And suggested methods that can be used to improve knowledge sharing among our team members.

I work for a gas inspection company whose primary job is to protect the infrastructure of the communities. In this line of work, sharing information is vital in order to maintain the proficiency of work. Our team relies on information to properly perform the task to inspect contractors work on a construction site. Daily information is distributed through management as well as through an email system. The email system provides an outlet for all employees to get updated information every day. In this aspect sharing information is used as an excellent tool for management to the employees. However, there are employees who lack the overall concept of the team. When some employees come across additional information that pertains to the job, they do not share, which makes the inspection team nucleus weak.

In a company, there are several reasons why some employees hoard knowledge from other team members. The most common reasons that employees hoard information, relate to leverage, fear, and competition (Victorino, 2020). Many employees believe if they withhold information it gives them the advantage of not being replaced. This is a type of leverage that employees rely on for job security. Other employees withhold knowledge base on the fear that the managers will respond negatively. I often witness a manager getting agitated for a worker sharing pertinent information that should have been distributed by management. Last but not less is competition “If your workplace rewards personal triumphs over shared victories, employees are less likely to want to share their secrets”(Victorino, 2020). In other words, if personal gain outweighs the value in sharing with other employees then it is not fruitful to share information. Thus these are the common reasons that employees

In other circumstances, knowledge gives individuals a sense of power that makes them

feel relevant to the company. For example, “there is a risk that workers are giving a source of individual power and status” (Hislop 4e., 2018). This power and status are aligned with an entitlement that requires compensation. If that compensation comes as a form of praise then employees are content with having individual benefits. This is what makes employees believe they are an asset to the company. Moreso, this motivates them to hoard knowledge from the rest of the team. In my company, we have individuals that rather keep that knowledge to themselves, or share it with one or two people they are comfortable with, which is a classic case of hoarding knowledge.

How has this behavior affected the overall efficiency of the department or work unit?

The company encourages integrity and teamwork, which are the core principles that we represent. Thus hoarding knowledge for personal gain goes against the value and integrity of the company. In the same token, hoarding knowledge damages team performance. How can a team operate at a 100% capacity without the full support of its team members? We have a company that relies on pertinent information to effectively do the job. If valuable information about the functions of the job is not distributed equally and sufficiently, then members are being deprived access to knowledge that will enhance the quality of the work.

It is essential that each member of the team feel comfortable to share valuable information that will help the company reach maximum success. In doing so, management needs to create a platform in which to encourage workers to share knowledge among one another. In fact, this should be part of the daily routine. For example “Managers and team leads must make documentation and knowledge sharing a regular part of their workflow. Only then can they expect their teams to follow suit”(Victorino, 2020). The management team needs to make knowledge sharing a prideful thing to encourage team members to share information with other

employees.

In my organization, I would encourage knowledge sharing as a common practice in order to enhance the quality of work. Every quarterly there would be a team meeting, via personal or conference call, discussing team concepts. I would talk with each member and ask them leading questions that pertain to the job. The goal is to create a platform in which all employees feel free to discuss valuable knowledge that will help each other during the course of work. This will be an outlet to produce a healthy comfortable environment that works together for the common goal of the company.

In conclusion, The use of Knowledge is vital in the operation in business, and if one team member is stopping the flow of knowledge that can help others achieve maximum success. Although hoarding knowledge is common in many workplaces and employers outta develop methods and ways to encourage sharing knowledge. A company runs much better if everyone becomes involved with the day to day operations. If everyone plays there part in knowledge sharing it would create an environment that produces growth and development within the company. This would enhance the quality of the company and spearhead them to a level of success.

References

Hislop, D. (2018). Knowledge management in organizations: A critical introduction (4th ed.).

Oxford: Oxford University Press.

Victorino, RC, <https://slab.com/blog/knowledge-hoarding>, February 19, 2020