

ONLINE PRACTICE COMMUNITIES

In brief

They bring together a group of people who, within a company, carry out similar activities and interact with each other in real or virtual environments. This social interaction allows them to exchange feelings, experiences and working practices, generating a patrimony of common knowledge, to bring out and encode the tacit knowledge present in the company, that is the know-how and operational knowledge that comes from the experience of those who oversee the work processes.

What is it?

A practice community is made up of people who carry out similar activities and interact with each other, also informally. The members of a practice community meet up on a frequent basis both in physical or virtual environments to share their experiences and find solutions to daily problems at work. Practice communities are the true containers of so-called tacit knowledge. In every person's wealth of knowledge, there coexists explicit knowledge, which is easy to express and transmit (such as technical regulations, for example) and tacit knowledge, which is more difficult to communicate and encode in words, because it is in the subconscious and more profound. Included in tacit knowledge are the know-how and operational awareness that we use every day to carry out our work activities, as well as our thinking patterns. Interaction and an exchange of experiences between the participants allows everyone to make tacit knowledge explicit and expressible in words, as well as to systematise and become aware of our personal knowledge.

What is it for?

- encouraging commitment to an activity or a common project
- maintaining social cohesion among members of the community
- learning in a collaborative manner
- learning from those who are older and more expert than ourselves
- acquiring new perspectives and points of view
- developing innovative solutions for common problems together
- creating a patrimony of common knowledge
- improving work practices