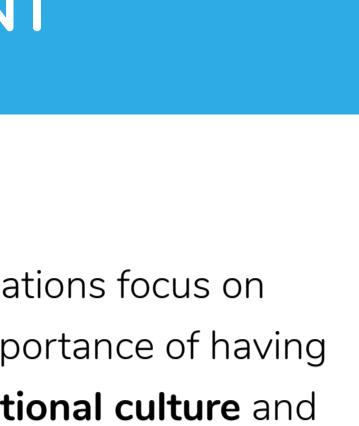


KNOWLO FRAMEWORK



KNOWLO®
KNOWLEDGE SHARING
CULTURE

1

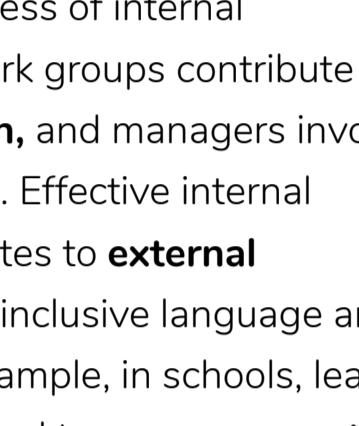


ORGANISATIONAL SELF-AWARENESS, STRATEGY AND DEVELOPMENT

SUMMARY

Smart learning organisations focus on and understand the importance of having a **supportive organisational culture and core values**, clearly publicising the **strategy, mission, and vision**, have **inspirational leaders**, and are self-aware, and nurture **empathy** across their teams.

2

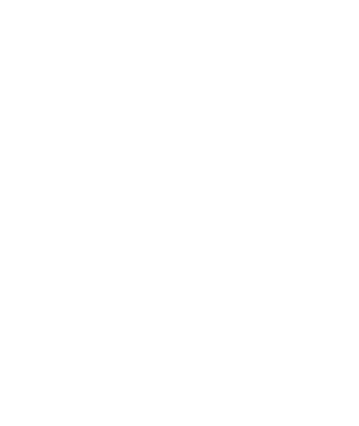


LEARNING, COMMUNICATION, AND COOPERATION

SUMMARY

SMART learning organisations understand and focus on **internal communication procedures** between **internal stakeholders**, such as colleagues, as well as **external stakeholders** and society. They use **formal methods** to share strategies, goals, and values and monitor and evaluate the effectiveness of internal communication. All work groups contribute to the **organisational mission**, and managers involve the team and stakeholders. Effective internal communication translates to **external communication** using inclusive language and social channels. For example, in schools, learners, parents, businesses, local taxpayers are **external stakeholders** while bus drivers, teachers, principals, and other school staff are **internal stakeholders**. Organisation's success in **engaging with society**, including local communities, lies in building positive relationships, contributing to social well-being, and aligning initiatives with community needs and values.

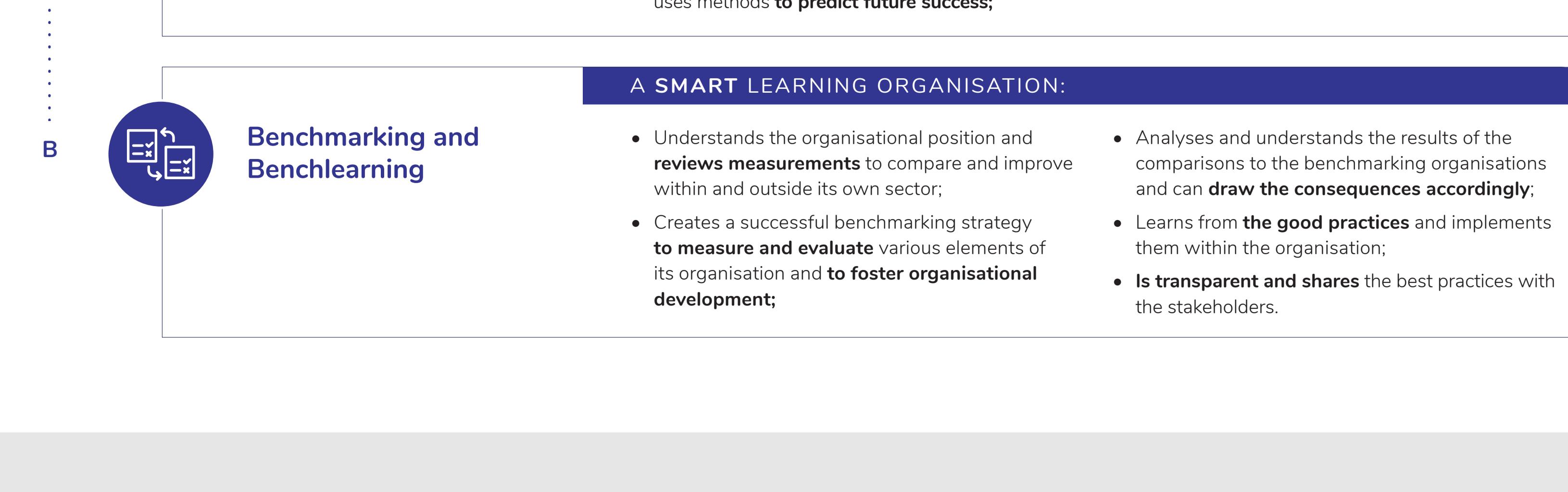
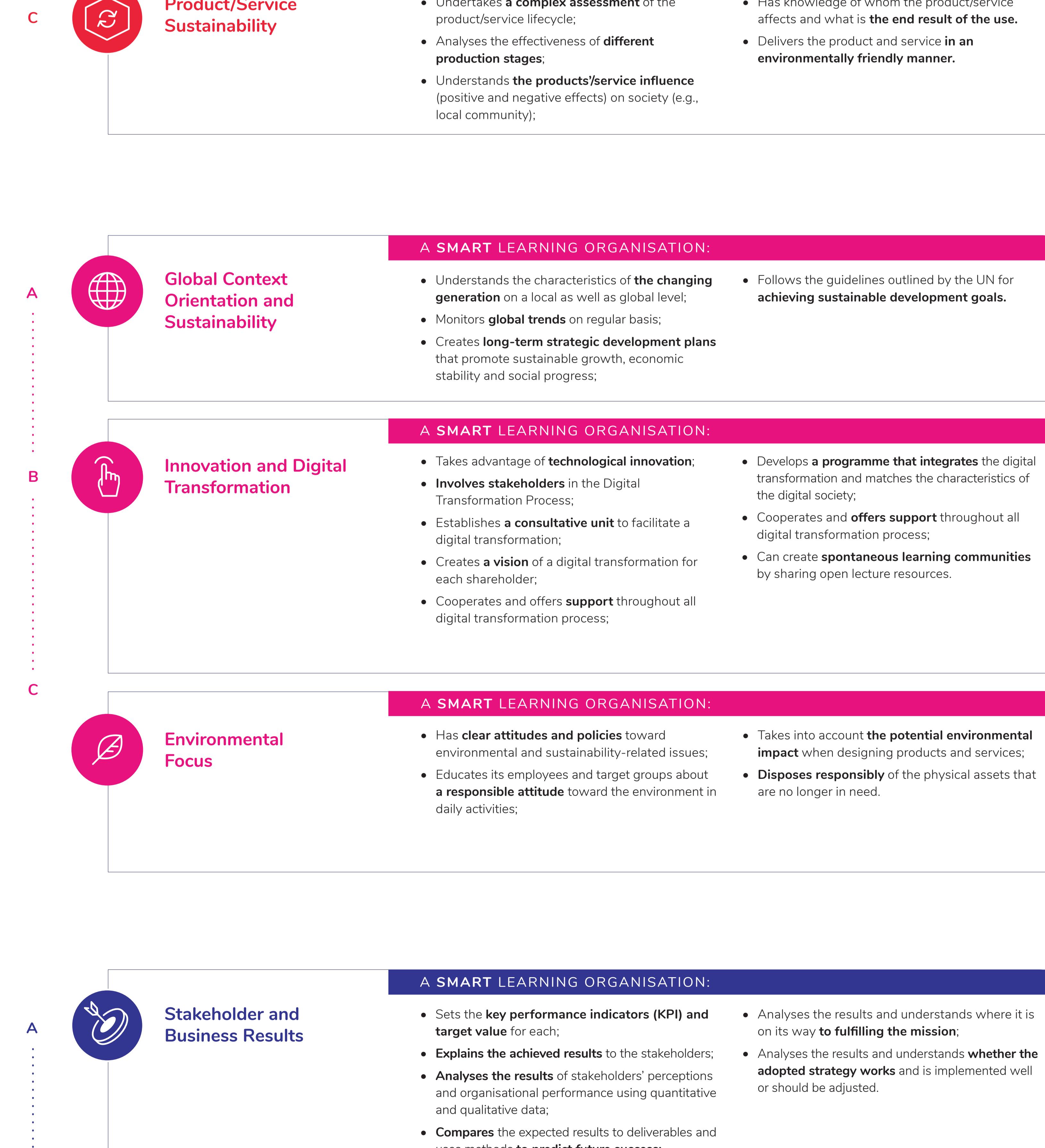
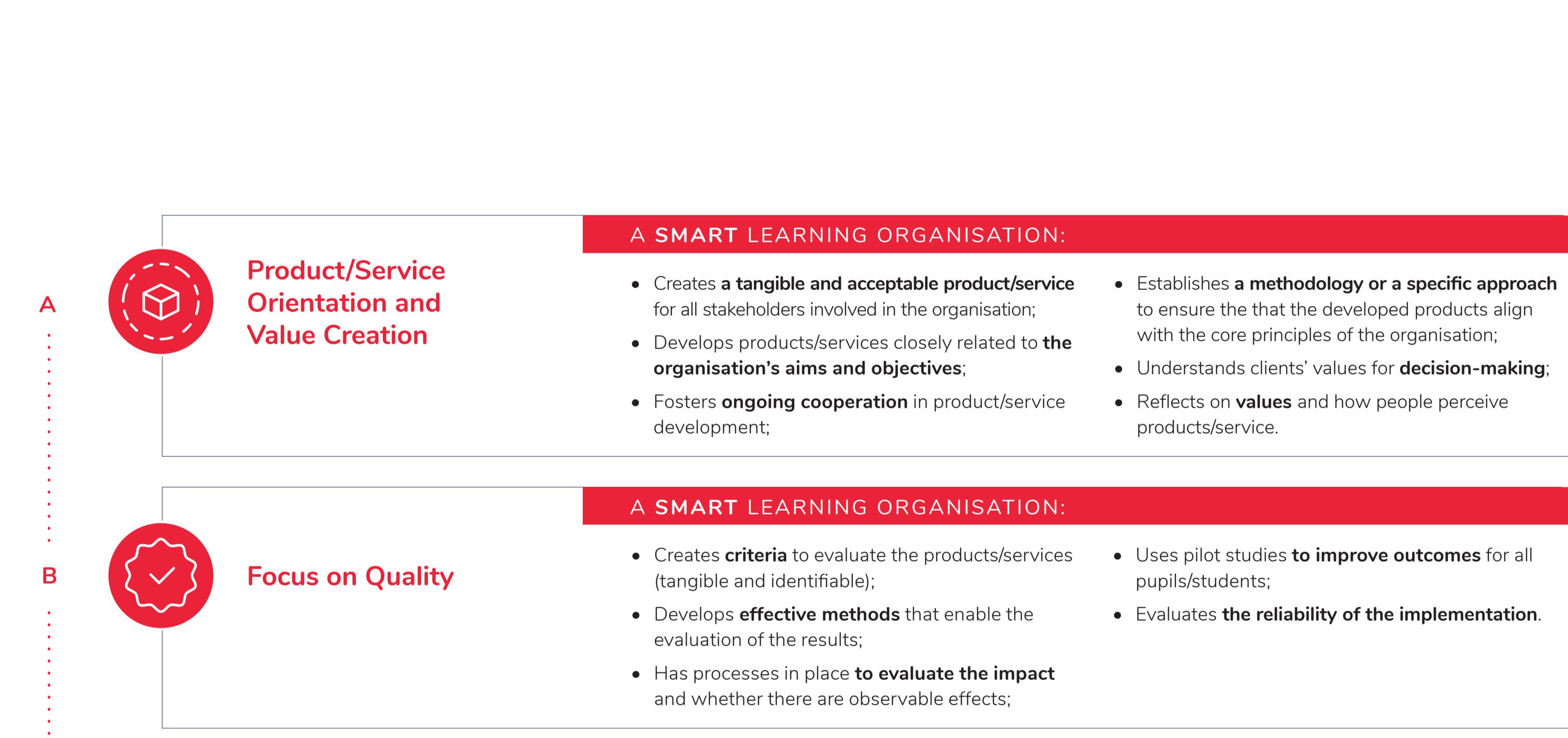
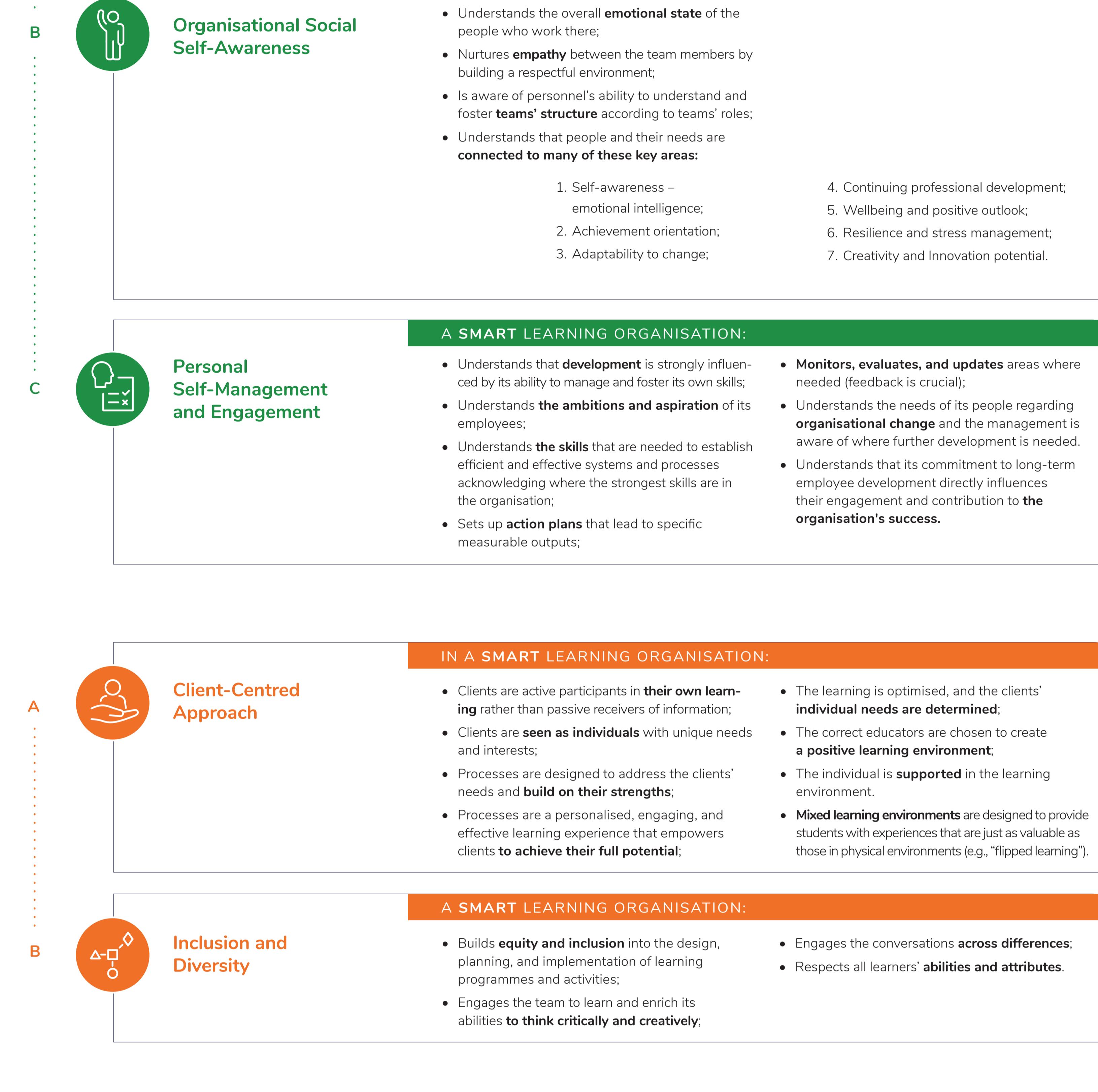
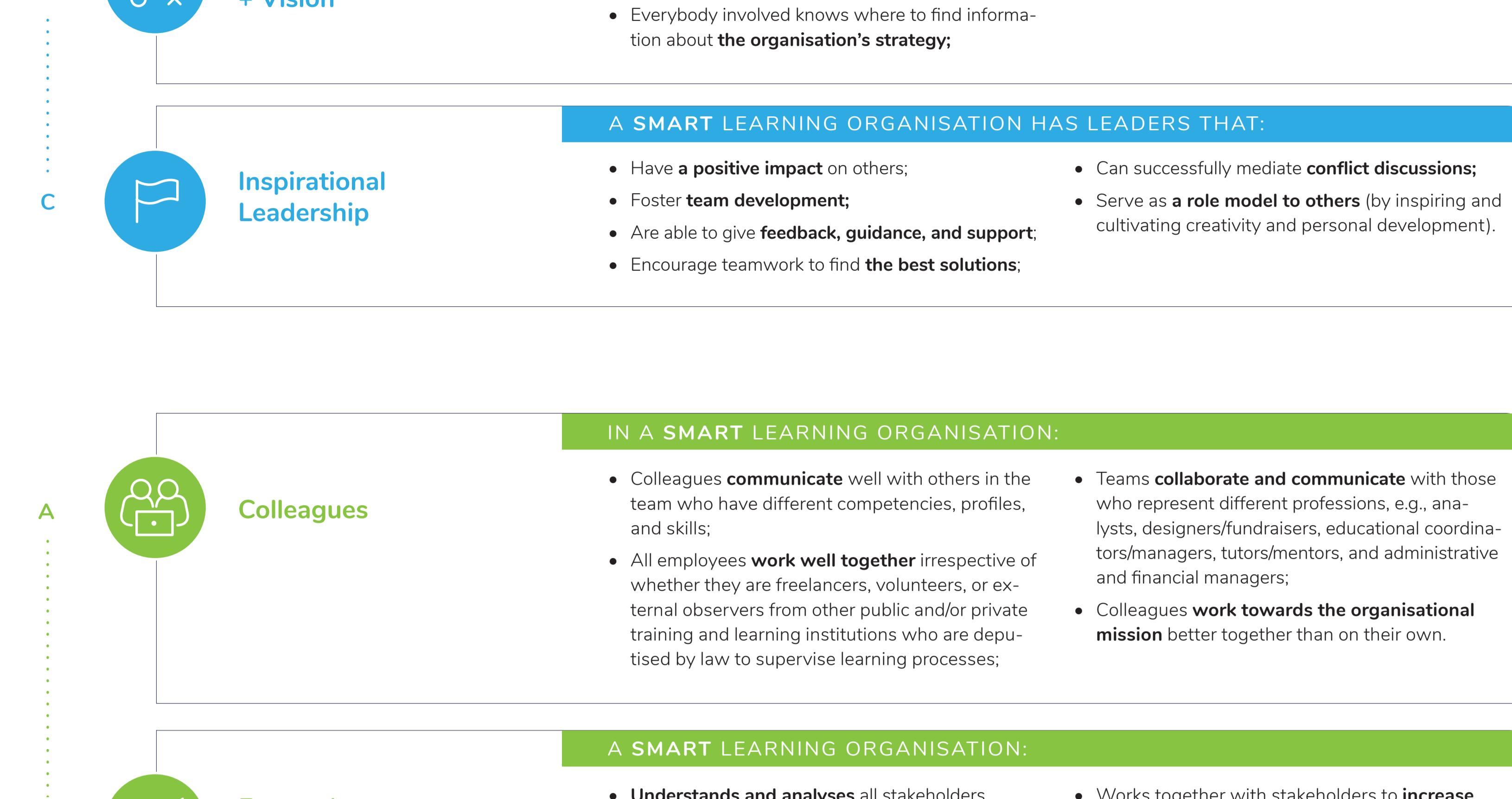
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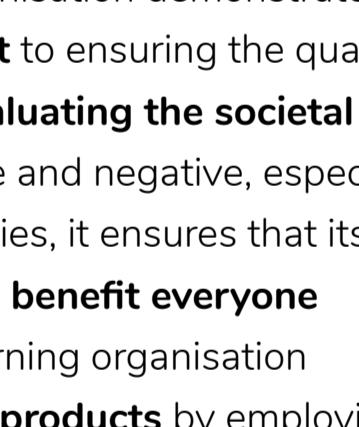
ORGANISATION AND ITS PEOPLE

SUMMARY

In SMART organisations, **people** are the most valuable **assets**. They need to be taken care of, supported, and developed in line with the objectives of the organisation. It is essential to acknowledge that there is a **synergy** between personal development and the organisational development. Successful learning organisations know that to achieve their **goals**, they need to align their own needs with the needs of their people. And further, that constructive process feedback is essential for a **sustainable organisational growth**, not to be seen as something threatening.



4

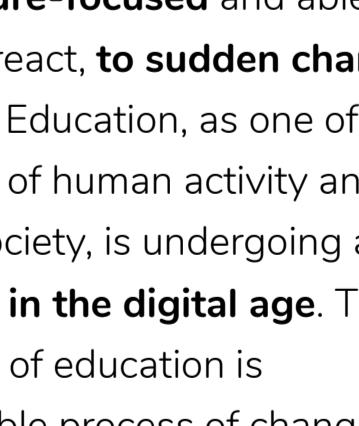


CLIENTS

SUMMARY

Every organisation has clients; without them, most organisations would not exist. A client is an individual who receives or purchases a product or service. A client can **buy or rate** a product or service. The voice of the client is frequently used to **improve organisational processes** and set requirements. Listening to the **needs of clients**, like learners and similar groups, is vital as it helps in customising products/services to their specific preferences, ultimately leading to higher satisfaction and better outcomes. This approach creates a **responsive environment** that empowers clients to succeed and meet their goals.

5



PRODUCT/SERVICE ORIENTATION

SUMMARY

SMART learning organisation demonstrates a **strong commitment** to ensuring the quality of its offerings. By **evaluating the social impacts**, both positive and negative, especially within local communities, it ensures that its products and services **benefit everyone involved**. SMART learning organisation ensures **high-quality products** by employing specific methods to analyse how they are perceived by all stakeholders, enabling informed decision-making regarding its offerings. This also steers organisations to find **innovative ways** to create their products and services providing **long-term value** to clients.

6



DIGITAL TRANSFORMATION, GLOBAL CONTEXT, AND SUSTAINABILITY

SUMMARY

SMART learning organisations strive to be sustainable in goals. The **UN's Sustainable**

organisations rather a **future-focused and change** in economic climate. Education, as one of the most driving force of society, is undergoing a

digital transformation in the education age, considered an inevitable process of change in methods, and organisational reform.

This is aimed at solving problems in environment and the economic development of the country in revolution the formation of digital

economies.

7

RESULTS & BENCHMARKING

SUMMARY

SMART learning organisation sets **KPIs** and

targets and has the capability to analyse and

organise an **unended benchmarking strategy**, can

achieve success in benchmarking strategy.