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## Knowledge Management in the IAEA Department of Safeguards

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Knowledge management is the discipline of enabling individuals and teams to collectively and systematically create, share and apply knowledge. The most important assets in the IAEA Department of Safeguards are people and their knowledge. The focus of the Department's knowledge management activities are to create an environment within which people share, learn and work together.

The efforts to manage the knowledge of an individual leaving the Department have been focused on helping the supervisor of the departing staff member to identify what critical knowledge needs to be retained, and how to retain that knowledge.

The Safeguards Knowledge Management team developed a person-centred approach. This approach involves interviews with the staff member, co-workers and/or customers to identify the critical knowledge to be transferred. Although time consuming, this method has been found to be effective in capturing the needed knowledge. This approach has four steps:

- Identify the critical knowledge to be retained;
- Select the knowledge transfer methods;
- Apply the knowledge transfer methods; and
- Assess and refine the transfer process

The paper will describe the person-centred approach and lessons learned from implementing this programme in the Department over several years.

### Country or International Organization

IAEA, SGCP

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