The Knowledge Management and Learning Ecosystem at TechnipFMC
Agenda

- TechnipFMC at a Glance
- KM in the Learning Ecosystem and Our Program Structure
- Virtual Reference Center Project
- The Changes and Challenges of 2020
- Recommendations
About TechnipFMC
TechnipFMC at a Glance

We are a global leader in the energy industry; delivering projects, products, technologies and services.

3 segments

Subsea

Technip Energies

Surface

37,000~
Employees

2
Stock exchange listings

48
Countries

$13.4bn
Total company revenue (2019)
KM in the Learning Ecosystem
The Virtual Learning Ecosystem Spans Both Learning and KM

Virtual ecosystem of individual and collaborative organizational learning

Virtual Instructor-Led Training

eLearning: courses & material from internal & external providers

Live (virtual) / recorded events: Experts Explain, Illuminate podcast, webinars

Peer-to-Peer @Sharing: courses and playlists

AR/VR, Simulations

Communities of practice, SMEs, coaching, role-playing, activities & workshops

Employee-contributed content: external links, videos, wiki pages

Competencies
What is Knowledge Management at TechnipFMC?

Knowledge Management:

A portfolio of tools and solutions designed to enable employees across the globe to collaborate, share their knowledge and learn from each other, facilitating a learning culture in which we thrive and realize possibilities as people and as a business.

Shared knowledge tackles tasks from every direction.

Sharing makes us smarter!
Our KM Toolkit

- Search and taxonomy
- Knowledge transfer
- ISO and API KM audits
- Surveys and focus groups

- Facilitated Collaboration
- Partnering with Talent Management for the Technical Expertise Program and Technology Fellows
Virtual Reference Center

A work in progress
Virtual Reference Center (VRC)

A centralized portal for access to the various engineering standards, governing bodies, memberships and reference sources to which our projects and products must adhere.
The Changes and Challenges of 2020

A quick pivot for Learning and KM, to “optimize virtual work”
The Internal Marketplace for Learning & KM has Changed Dramatically in 2020

Knowledge is the currency, and virtual is the exchange system

- Demand for virtual everything
- Learning & KM as “first responder”
- Integrated learning & KM solutions
- “No, but you can…” (teaching people to fish)
- Increased partnerships
The traditional office setting and the way we work is changing. For many of us, the virtual work environment is now the new norm.

It’s great, right? No more long commutes with heavy traffic, no more uncomfortable button ups or pointy dress shoes, no more scrambling to find open conference rooms for meetings or calls. But what about the downside to working from home? Waiting for someone to respond on Teams, struggling to disconnect from work, staying motivated, combating feelings of isolation, avoiding distractions in the home environment.

The Optimizing Virtual Work hub is your go-to place for tips, tricks, templates and links to make working from home work for you and for your team.

Need help on how to deliver a productive virtual meeting? We’ve got you covered.

Want to learn how to keep teams motivated, productive and engaged? We can help.

Hoping to set up a planner in Teams but don’t know how? Yup, we can help with that too!

Take a look. We’ve got tons of information for you here. But if you can’t find what you’re looking for, our global team of experts is just a click away. And if we don’t know, we’ll find someone for you who does.
Recommendations

…from a grizzled old veteran
**Recommendations**

1. Knowledge comes in many forms, and so does knowledge management.

2. Continuously expanding your toolkit will continuously increase the value from KM.

3. Benchmarking will keep your toolkit and strategy fresh.

4. Be ready to pivot your strategy at any time to fit the needs of the people and the culture.

Define KM to fit your organization.

Innovate and expand to stay relevant.

Be a KM-er about KM.

The lesson of 2020: agility is critical.