

# Strategies for Effective SME, ID, IT Team Management

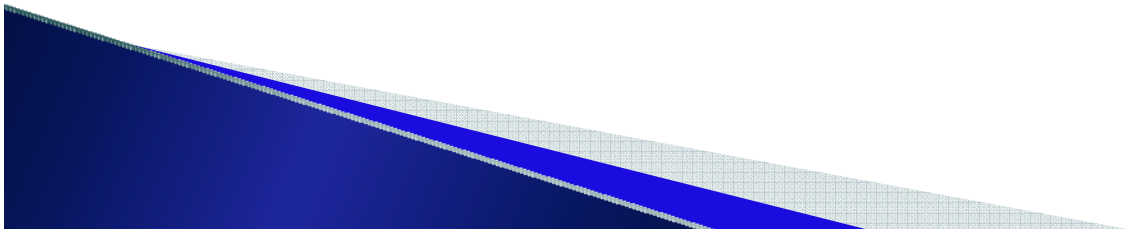
Katherine Pang, PhD, JD, LLM, MEd, MBA  
The Edway Group  
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# Starting Points

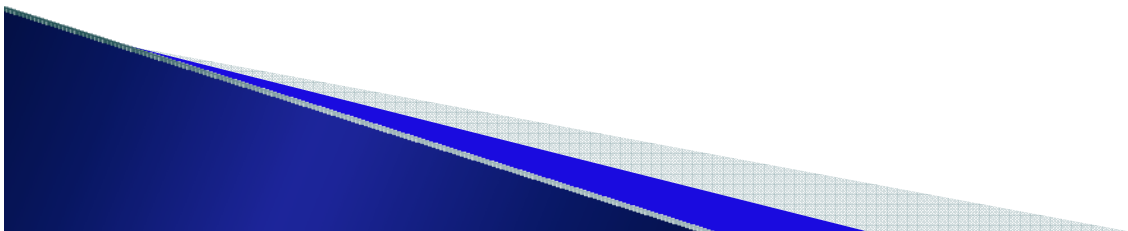
- ▶ Business Processes
- ▶ Management Integration
- ▶ Infrastructure Assessment
- ▶ Team Relations and Modeling
- ▶ Strategic Planning
- ▶ Current Best Practices
- ▶ Effective Deployment



# Business Processes

A typical business process model for a learning situation reflects well-known project-oriented pedagogical strategies.

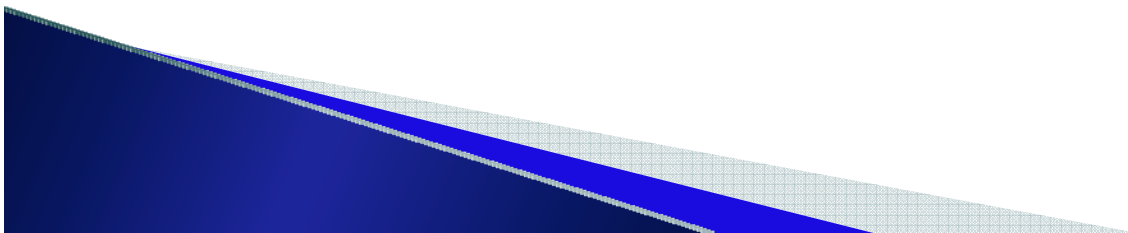
How does this work?



# Business Processes: SOP

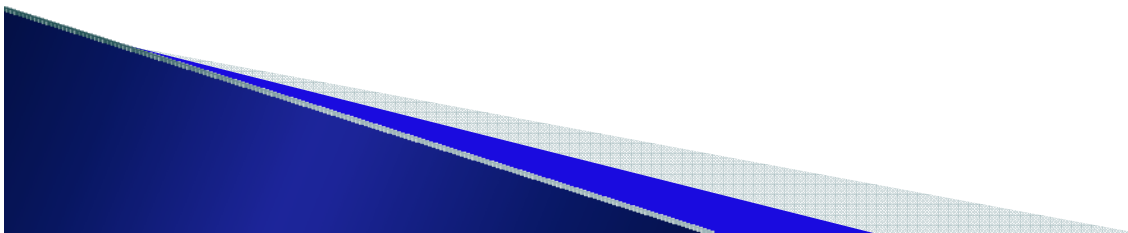
- ▶ SMEs define the content for learning courses but do not normally define the pedagogical rules that will govern the learning process.
- ▶ IDs normally define the pedagogical rules that will govern the learning process.
- ▶ IT implements

Congruous or Incongruous?



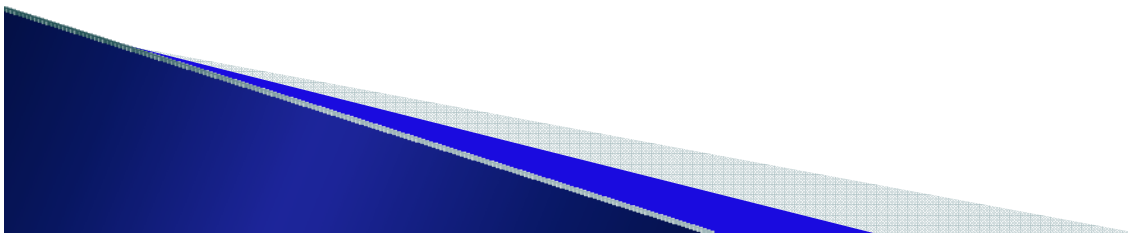
# Business Processes: Mapping

- ▶ Identify a one-to-one mapping between the learning process lifecycle and the business process lifecycle.
- ▶ Three phases that deal with process modeling, process execution, and process improvement respectively.
- ▶ Concentrate on collaborative aspects of E-Learning



# Management: Alignment and Integration

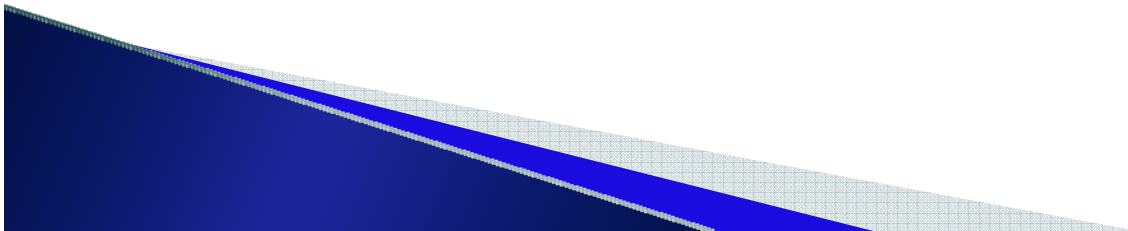
- ▶ Alignment of team
- ▶ Alignment of resources
- ▶ Aligning innovation and collaboration
- ▶ Aligning the roadmap
- ▶ Integrating business process transparency
- ▶ Integrating organizational Strategies



# Infrastructure Assessment

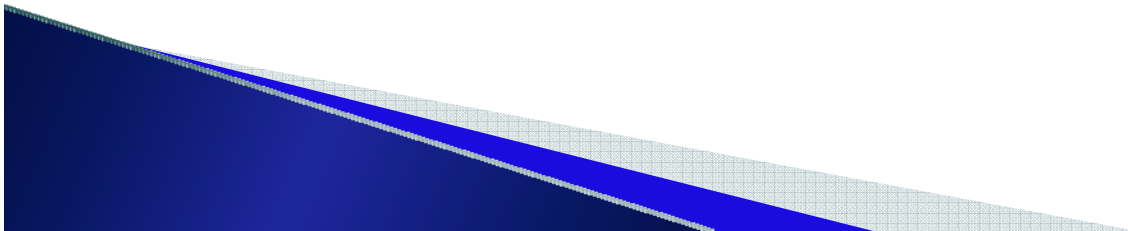
- ▶ Human Capital
- ▶ Financial Resources
- ▶ Fixed Assets
- ▶ Technology Tools

Paradigmatic Boxes or Transformative Thinking?



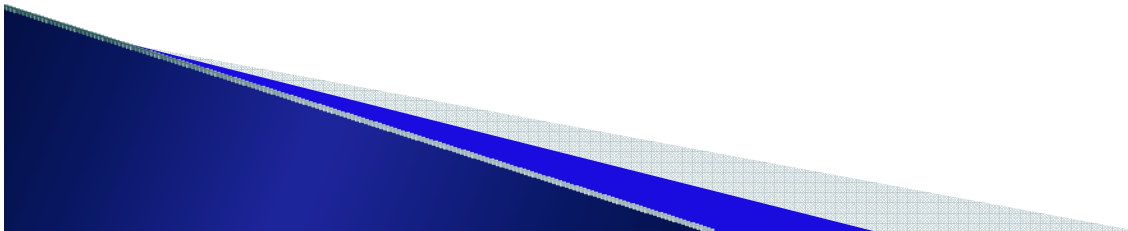
# Team Relations and Modeling

- ▶ Analysis and design of processes
- ▶ Information gathering through implementation
- ▶ Combining Strengths/Transversing lines
- ▶ Sharing and use of reusable KM/Tools
- ▶ Collaboration and Communication
- ▶ Cross-functional collectivity



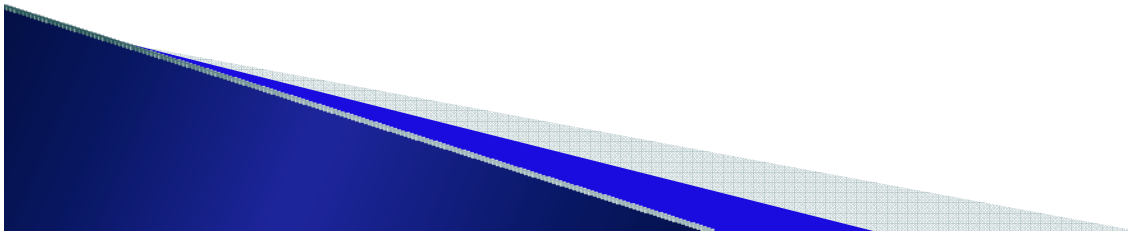
# Strategic Planning

- ▶ Identify and define Strategic vision
- ▶ Clarify Values
- ▶ Explore Internal Scenarios – assess opportunities and threats
- ▶ Assess Internal Dynamics
- ▶ Collect Internal/External Perceptions – challenge assumptions
- ▶ Generate Ideas – brainstorm
- ▶ Develop Strategic Options – clarify alternative futures
- ▶ Develop and define an effective strategy
- ▶ Ownership and Implementation



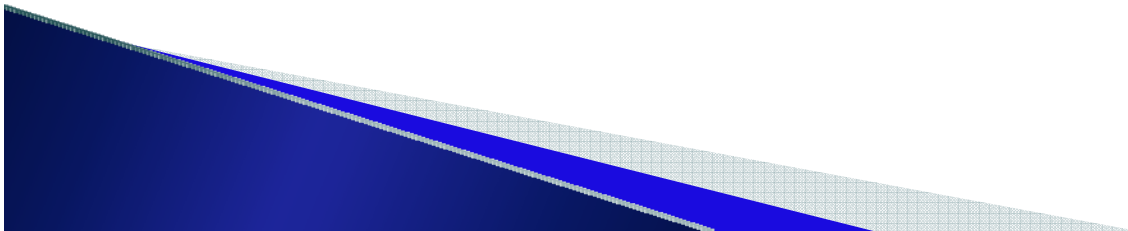
# Current Best Practices

- ▶ Linking Groups
- ▶ Value Add
- ▶ Sharing experiences
- ▶ Integrated action plans
- ▶ Strategic Deployment



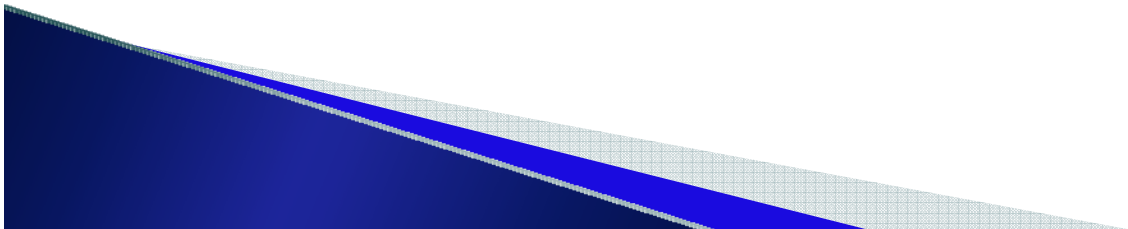
# Effective Deployment

- ▶ Ownership
- ▶ Buy-In
- ▶ Strategic alignment
- ▶ Operational integration
- ▶ Collaborative endeavors/Innovative solutions
- ▶ Benchmarks/measures of success
- ▶ Re-evaluation



# Conclusion

- ▶ De-fragment
- ▶ Focused investment
- ▶ Transformation of knowledge, attitudes, behaviors and beliefs
- ▶ Creating sustainable change
- ▶ Alignment with strategies
- ▶ Metrics



# Contact Information

Katherine Pang, PhD, JD, LL.M, M.Ed, MBA

CEO and Founder

EdWay Online, Inc.

[www.edway.com](http://www.edway.com)

[kpang@edway.com](mailto:kpang@edway.com)

