Information and Communication Technology

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Information and Communication Technology (ICT)

Knowledge Transfer as a Powerful Strategy for Creating Healthy Workplaces
Changing Workplaces

We are seeing drastic changes in:

- Workplace environments
- Work methods, processes, equipment and technologies
- Workplace structure and job content
Growing Economic Pressure

- Pressure to reduce costs, increase productivity
- Leading to dramatic changes in organizations and how they do business
Along with these changes, the pattern of work-related health and safety issues is also changing and concerns spread far beyond traditional considerations.
The Role of ICT

- Development and implementation of methods and tools for research
- Strengthening of hazard identification and risk assessment
- Improvement of diagnosis, evaluation, prevention and solutions

cont’d
Creating, shaping, capturing and sharing the corpus of global knowledge

Collection and recording of data and their analysis and reporting

Facilitating communication and collaboration among various parties, and

Enhancing teaching and training
Healthy Workplaces

- Work environment, employee health and organizational productivity are intimately linked.
- Improving the total health (mental, physical and psychosocial) of the individual also enhances the health of the:
  - Enterprise
  - Family
  - Community
  - Economy
A Comprehensive Approach

Essential to achieving a healthy workplace

- Encompasses occupational health and safety practices, job design, organizational systems, Human Resources management practices, lifestyle considerations, and the culture of the workplace

- Improves the total quality of working life
Workers & Managers Are Positioned Best

Workers and line managers (workplace participants) are best positioned to develop and implement a comprehensive system according to the specific needs and circumstances of a particular enterprise.
Knowledge

Knowledge from experience and research occurring around the globe is able to provide a greater understanding of the wide variety of many real issues, whether arising from physical, environmental, job-content, organizational, psychosocial or personal risk factors.
Knowledge Transfer as a Strategy

Leads to:

- Positive attitudes
- Clear understanding of concerns and issues and how best to address them
- Informed decisions
- Appropriate actions
- Active involvement and cooperation of all those concerned, and
- Understanding and consensus among the parties involved
Knowledge Transfer

- Tapping information from diverse, reliable sources around the world

- Delivering this information:
  - To those active in advancing healthy workplaces
  - In a form that will benefit them the most
Information and Communications Technology

Provides the only practical and feasible means to keep abreast of evolving, accumulated knowledge, and to effectively transfer it to workplace participants, ensuring:

- Instant access to specific information needed
- In the form in which they need it
Internet and Intranet Technology

Has enabled formidable possibilities to create, harness, share, receive and utilize knowledge through:

- Connectivity, simplicity and commonality
- Handling of unstructured text and graphic forms
- Accelerating the speed of knowledge acquisition, transformation, distribution and utilization
Technologies and Tools in Action

- Content management systems
- Search engines
- Knowledge taxonomies
- On-line communities of practice
- Enterprise portals
- E-learning
- Wireless tools
Content Management Systems

Include features for:

- Authoring templates
- Maintaining integrity of web pages and links
- Periodical review
- Archiving
- Version control
- Indexing
- Authorized access
Search Systems

- Diverse and increasingly sophisticated
- Use a variety of techniques
- Designed to find only the relevant information and, to avoid missing any relevant information
Knowledge Taxonomies

To fit the goals and strategies, reflecting:

- the needs
- behaviours
- tasks, and
- vocabulary

of the users.
On-line Communities of Practice

A powerful tool for knowledge exchange and retention, consisting of:

- Helping through peer-to-peer sharing of insights
- Best practice sharing through sharing of documents
- Knowledge sharing through connecting of mentors and,
- Innovation through cross-boundary idea generation
Enterprise Portals

Help create the “on-demand” workplace to meet the specific needs of workplace participants:

- Customized to individual employee needs
- A knowledge delivery channel usable anytime, anyplace and on any device
- A single point of interaction and coordination
E-learning

Blending of e-learning with other knowledge transfer techniques to:

- Create the learning organization
- Anticipate training needs based on enterprise goals and deliver the necessary courses
- Do while learning and learn while doing
Wireless Tools

- A fast-growing trend in workforce connectivity, bringing required knowledge directly to mobile workers via cell phones, PDAs, Wireless Local Area Networks (WLANs) and Radio Frequency Identification (RFI) tags.
Mobilizing the workforce through delivering information and knowledge regardless of where, when and how they work.
In Conclusion

While information and communications technology provides the means for effective and efficient knowledge transfer, it should be used wisely to achieve healthy workplaces by doing the right things right.
Thank You

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