


THE TROUBLE

with

TRIBAL
(KNOWLEDGE)

Jeffrey A. Miller - @xagronaut



SLIDE 1 OF 1

PRESENTATION

intentionally

LEFT BLANK



IMAGINE...

**YOU'RE
DOING IT
WRONG!!**

ARE YOU FEELING...

EMBARRASSMENT?

FRUSTRATION?

ANGER?

STOP -

IT'S NOT
YOUR FAULT!

TRIBAL KNOWLEDGE?

INFORMATION KNOWN

WITHIN A TRIBE *but*

UNKNOWN OUTSIDE

- *Wikipedia*



DRIVE A

U-HAUL

LATELY?

U-HAUL

ONE-WAY & IN-TOWN MOVES

Men's Attic
U-HAUL

TALE OF THE

TOW-HAUL MODE

DC 4578

Google search: ["tow/haul" site:uhaul.com](https://www.google.com/search?q=tow/haul+site:uhaul.com)

Good service. Truck worked OK, although the

LIGHT FOR TOW/HAUL was ***ON THE ENTIRE TIME***.

MARWAN K., Atlanta, GA - 5 out of 5 stars

Clearer instruction on the

HOW AND WHY OF "TOW/HAUL"

indicator light. It pops on as a default and

GREATLY INCREASES GAS CONSUMPTION

if one isn't hauling a trailer or pulling a car.

Meriby S., Surry, ME - 5 out of 5 stars

Google search: "tow/haul" site:uhaul.com

The staff was friendly... I wish the Tow/Haul feature would have been

EXPLAINED TO ME IN THE BEGINNING.

TERRENCE M., Key West, FL - 3 out of 5 stars

*I got into the truck and started it, the TOW HAUL light was on,
I called the office before I left the parking lot to ask what the light was on for?
And the man in the office*

EXPLAINED IT TO ME

WITHOUT MAKING ME FEEL STUPID.

Thanks

Mary B., Grayslake, IL - 4 out of 5 stars

BE INVITING



*IMPROVE
YOUR
ONBOARDING*

ONBOARDING ADVICE

- Always think like "the new guy"
- Consider the perspective of others
- Work together to update the docs
- Create a record...or *recording!*

BE CREATIVE



TRANSFORM

the

TRANSIENT

EMAIL WOES

- long, messy threads
- read? who knows?
- cluttered mailboxes
- retention limits

MAKE EMAIL WORK

- Create smart categories:
Knowledge Base and Onboarding
- Create *Quick Steps* for quick filing
- Create *Search Folders* to find fast


SEARCH FOLDERS

Use your Favorites

...AND WORK!

- Automate common responses and *infrequent requests*
- Use email signatures for common copy
- Send to OneNote can work wonders

BE SMART



WHAT YOU
CAN,
WHEN YOU CAN

WHERE TO FOCUS

- not just what and how...
- but *who*, and *why*!
- and *why not*!

BE MINDFUL

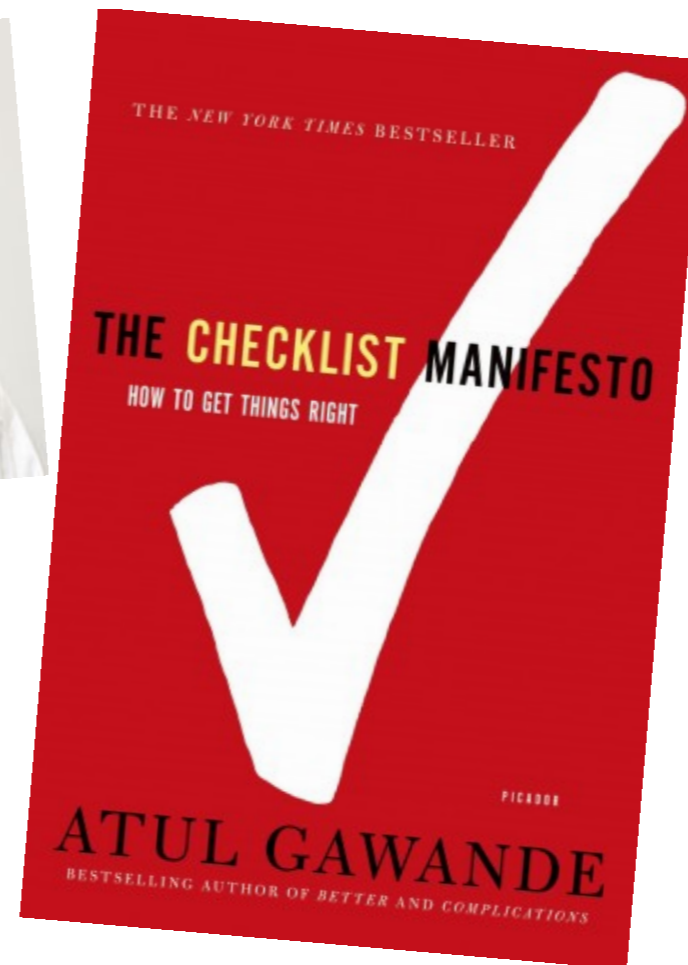


*CHECK YOUR
WORK*

USING CHECKLISTS

CHECKLIST MANIFESTO

by Atul Gawande



EFFECTIVE CHECKLISTS

- Stick to one page
- Use natural "pause points"
- Use dark text on a light background
- Are not a tutorial
- Protect against mistakes

BE RESOURCEFUL



build

REUSABLE

TOOLS

TEMPLATES...

AGAIN & AGAIN!

- Documents and code snippets
- Common emails
- Even *common keystrokes*

EMAIL TEMPLATES

The screenshot shows a web browser window with the title 'Jeffrey'. The address bar shows a local file path: 'localhost/ribal/emailLinkMaker.htm'. The browser's tab bar shows several tabs, including '@-00', '@Go', '@Now', '@-66', and '@Resources'. The main content area is titled 'Email generator' and contains the following elements:

- A dropdown menu with the text 'Make custom link'.
- A light blue box containing a **Description:** 'Use this template to create a custom mailto: link to embed in other applications. When you are finished filling out the fields, copy the hyperlink at the bottom and paste it into another application, such as OneNote or an email.'
- Three input fields for email headers:
 - To:** *Replace with To: list recipients*
 - CC:** *Replace with CC: list recipients*
 - Subject:** *Replace with a subject*
- A section titled 'Special fields:' containing three input fields:
 - Recipient Name:** Example: DBAs or All
 - Message Body:** Enter your custom message
 - Sender Name:**
- A **Body:** section with a text area containing the placeholder text: `{{RecipientName}},`

EMAIL TEMPLATES

The screenshot shows a web browser window with the title 'Jeffrey'. The address bar contains 'localhost/ribal/emailLinkMaker.htm'. The browser's file explorer shows folders like '@-00', '@Go', '@Now', '@-66', and '@Resources'. The main content area is titled 'Email generator' and features a dropdown menu with the following options: 'Make custom link' (selected), 'None selected', 'Database request', 'Code Deployment Request', 'Access to Team mailbox', and 'Make custom link' (highlighted in blue). Below the dropdown are input fields for 'Recipient Name' (with the placeholder 'Example: DBAs or All'), 'Message Body' (with the placeholder 'Enter your custom message'), and 'Sender Name'. At the bottom, a 'Body:' section displays the rendered email content: '{{RecipientName}},'.

EMAIL TEMPLATES

The screenshot shows a web browser window with the title 'Jeffrey'. The address bar shows a local file path: 'localhost/ribal/emailLinkMaker.htm'. The browser's tab bar shows several folders: '@-00', '@Go', '@Now', '@-66', and '@Resources'. The main content area is titled 'Email generator' and features a dropdown menu set to 'Make custom link'. A light blue box contains a description: 'Description: Use this template to create a custom mailto: link to embed in other applications. When you are finished filling out the fields, copy the hyperlink at the bottom and paste it into another application, such as OneNote or an email.' Below this are three input fields: 'To:' with 'dbas@acme.com', 'CC:' with 'manager@acme.com', and 'Subject:' with 'Do a custom request'. A section titled 'Special fields:' contains three more input fields: 'Recipient Name:' with 'Example: DBAs or All', 'Message Body:' with 'Enter your custom message', and 'Sender Name:' which is empty. At the bottom, a 'Body:' section shows a text area containing the placeholder text '{{RecipientName}},'.

EMAIL TEMPLATES

The screenshot shows a web browser window with the title 'Jeffrey'. The address bar contains 'localhost/ribal/emailLinkMaker.htm'. The browser's file explorer shows a directory structure with folders like '@-00', '@Go', '@Now', '@-66', and '@Resources'. The main content area displays an email template editor with the following sections:

Special fields:

Recipient Name: Example: DBAs or All

Message Body: Enter your custom message

Sender Name:

Recipient Name: Example: DBAs or All

Message Body: Enter your custom message

Sender Name:

Body:

{{RecipientName}},

EMAIL TEMPLATES

The screenshot shows a web browser window with a URL bar containing "localhost/tribal/emailLinkMaker.htm". Below the browser, there is a form titled "Special fields:" with three input fields: "Recipient Name" containing "DBAs", "Message Body" containing "Please help with my request. It's important.", and "Sender Name" containing "Jeff Miller". Below this is a "Body:" section with a text area containing the placeholders "{{RecipientName}}," and "{{MessageBody}}". A "Preview" section shows the rendered email content: "DBAs,", "Please help with my request. It's important.", "Thanks,", and "Jeff Miller". At the bottom, there is a link "Do a custom request" and a note: "Click or copy this link to create an email message ==>: Do a custom request. You can also drag a link to your browser toolbar!".

EMAIL TEMPLATES

The screenshot shows a web browser window with the title 'Jeffrey'. The address bar contains 'localhost/ribal/emailLinkMaker.htm'. Below the browser window, there is a form with a 'subject:' field containing 'Do a custom request'. Underneath is a 'Special fields:' section with a 'Preview' box. The preview box contains the following text:

```
DBAs,  
  
Please help with my request. It's impo  
  
Thanks,  
  
Jeff Miller
```

Below the preview box, the same text is shown in a smaller font. At the bottom of the page, there is a link: 'Click or copy this link to create an email message ==>: [Do a custom request](#). You can also drag a link to your browser toolbar!'.

EMAIL TEMPLATES

The screenshot shows a web-based email template editor. At the top, there are browser tabs and a window title 'Jeffrey'. The main content area is divided into several sections:

- Special fields:** This section contains three input fields:
 - Recipient Name:** DBAs
 - Message Body:** Please help with my request. It's important.
 - Sender Name:** Jeff Miller
- Body:** A text area containing the placeholders `{{RecipientName}}` and `{{MessageBody}}`.
- Preview:** A preview of the rendered email. It shows the recipient name, message body, and sender name. A callout box highlights a link: `==>: Do a custom request`. A hand cursor is pointing at the link.

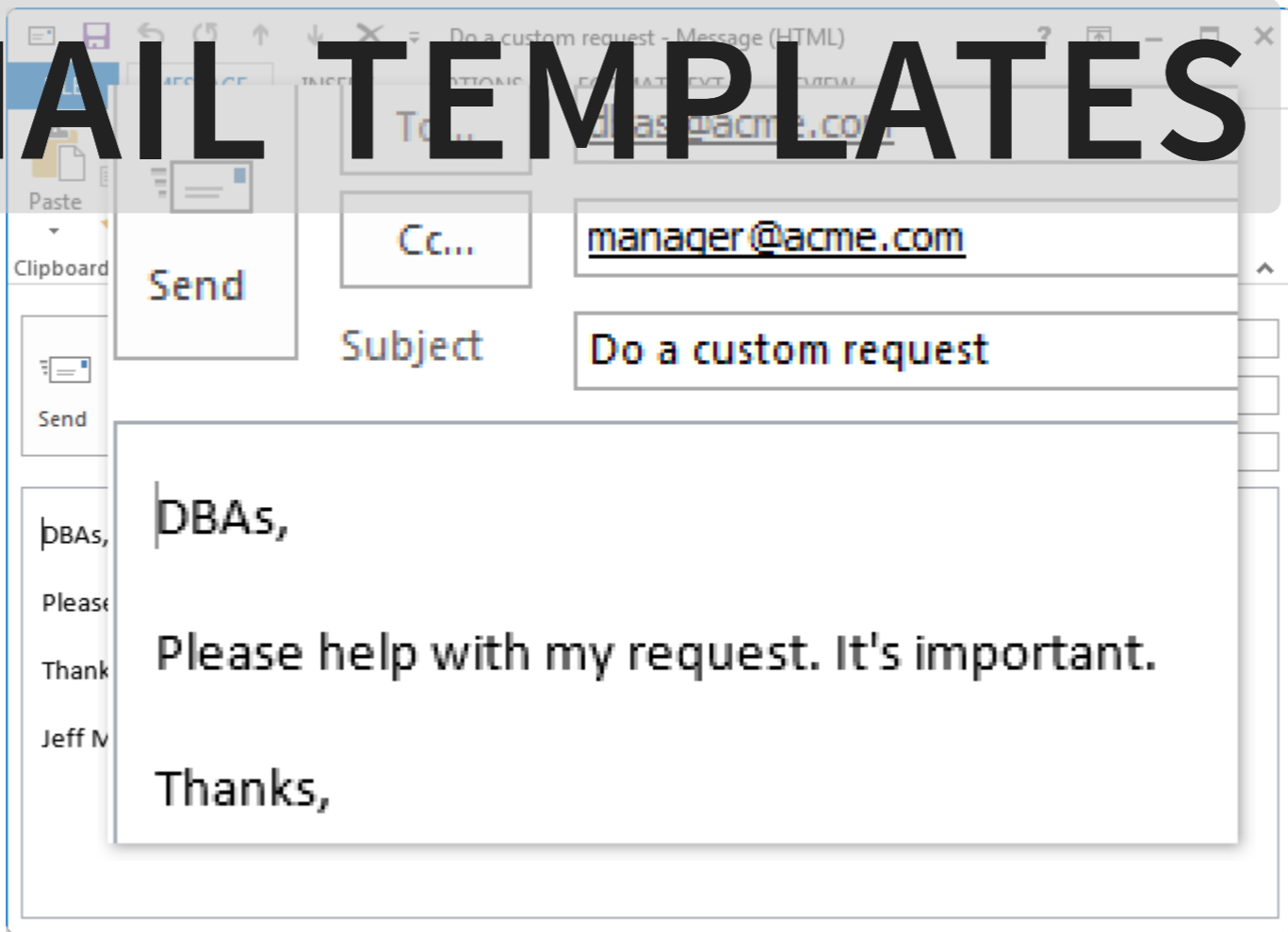
At the bottom of the preview area, there is a note: "Click or copy this link to create an email message ==>: Do a custom request. You can also drag a link to your browser toolbar!"

EMAIL TEMPLATES

The screenshot shows an email client window titled "Do a custom request - Message (HTML)". The interface includes a ribbon with tabs for MESSAGE, INSERTIONS, FORMAT TEXT, and REVIEW. The MESSAGE tab is active, showing options like Paste, Bold (B), Italic (I), Underline (U), Text Color, Background Color, Bulleted List, Numbered List, Indent, Outdent, Attach File, Attach Item, Signature, Tags, Zoom, and Apps for Office. Below the ribbon, the email fields are filled out: To... dbas@acme.com, Cc... manager@acme.com, and Subject Do a custom request. The main body of the email contains the following text:

DBAs,
Please help with my request. It's important.
Thanks,
Jeff Miller

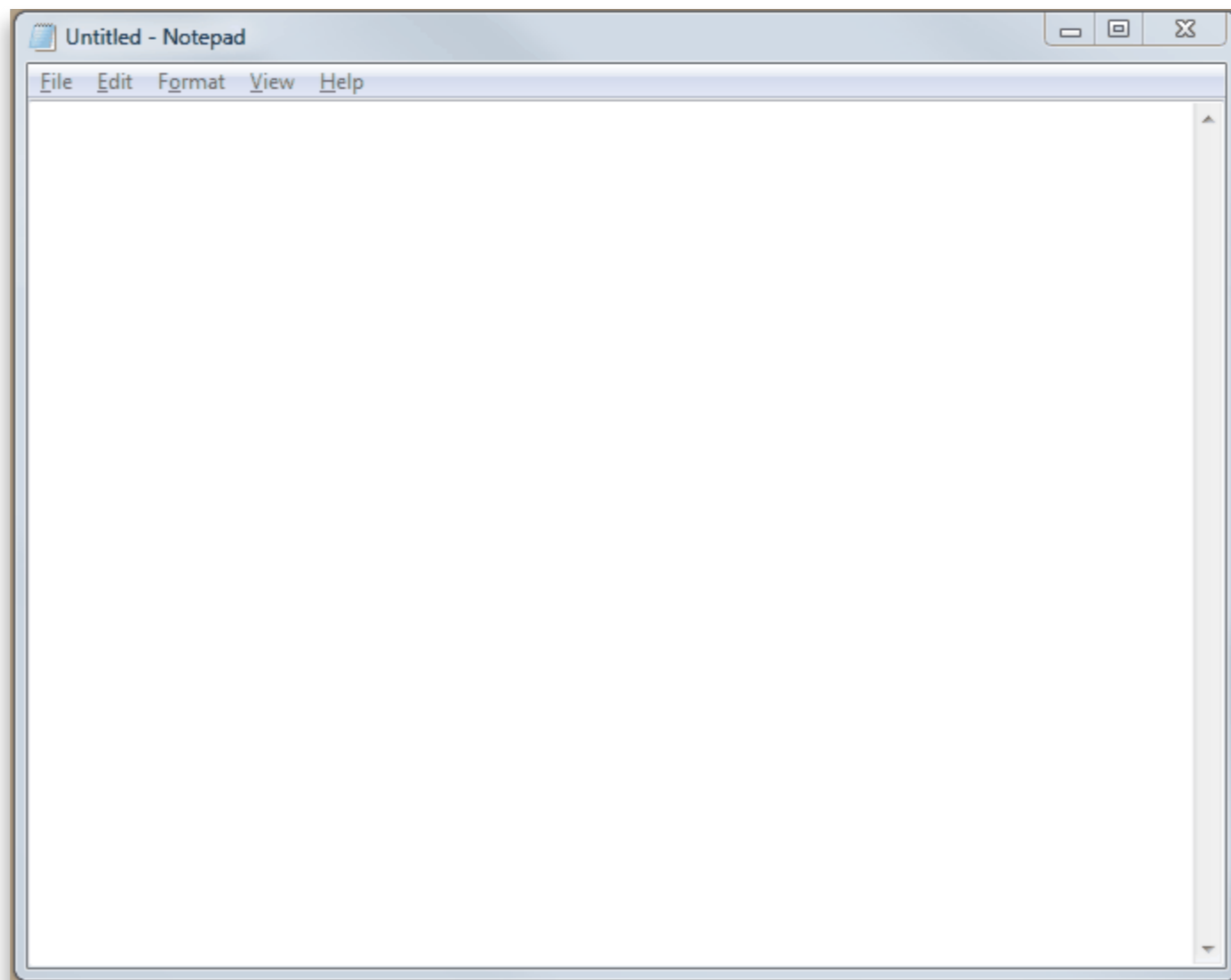
EMAIL TEMPLATES



SAVE KEYSTROKES!

- Text replacements
- Code templates

AUTOHOTKEY





QUICK!

Let's

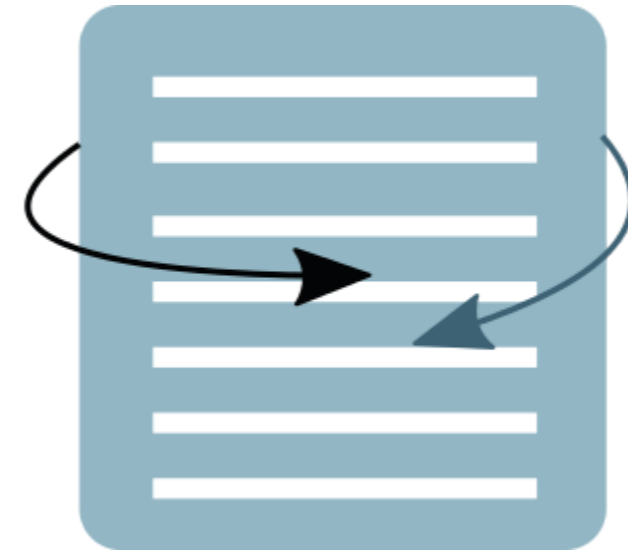
BUILD A

WIKI!

WHY WIKI WORKS...

- Participation is *welcome by default*
- Information is *more discoverable*
- New content is *introduced easily*
- Out-of-date content is *easily updated*
- Intent is *expressed* before *action*

WikiMatrix
compare them all

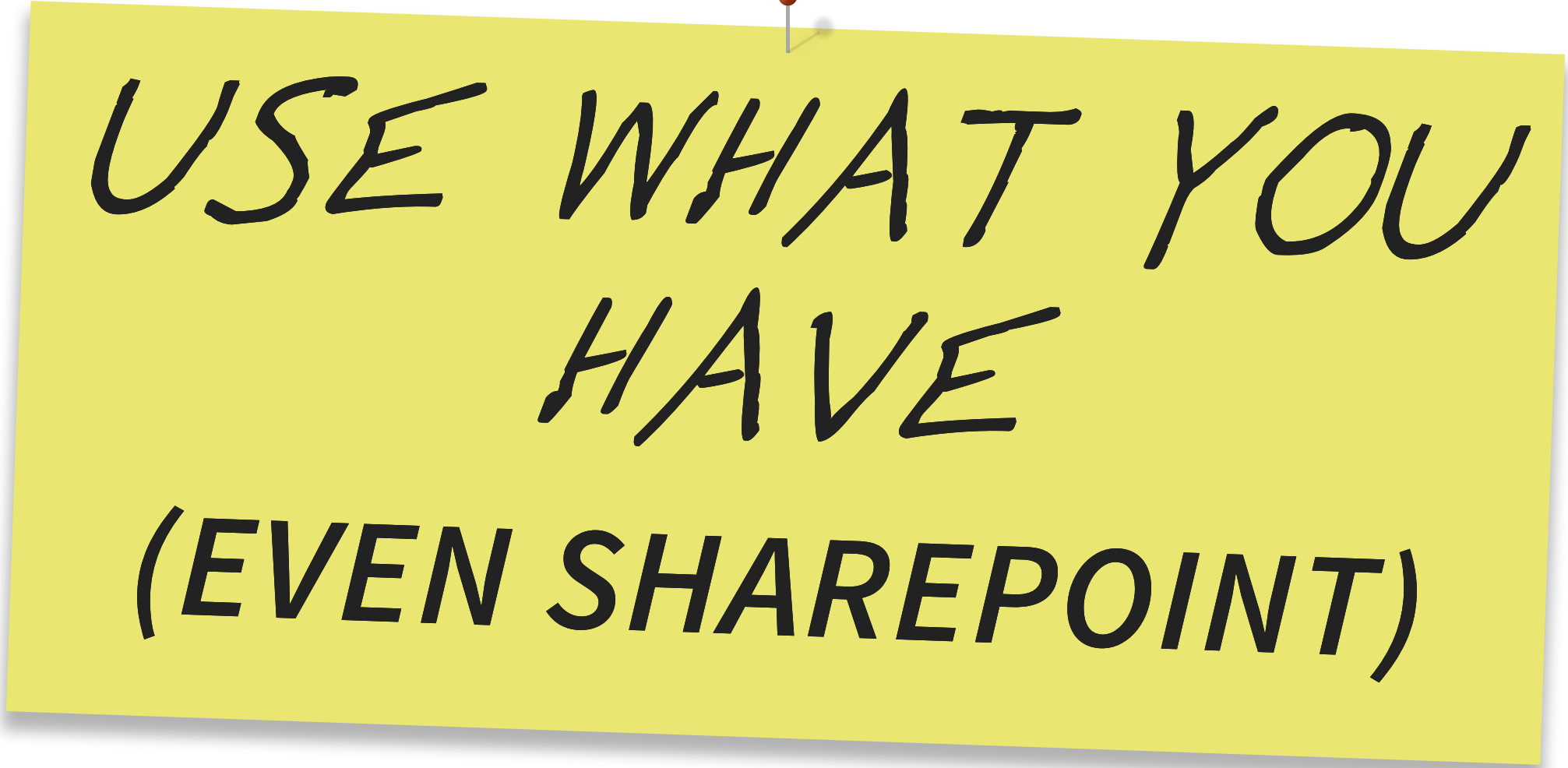


www.wikimatrix.org

GO AHEAD...SPEAK UP!

- Blog about it & build an audience
- Release examples on Github
- Answer Q's on Stack Overflow
- Use social media to help seekers

BE FLEXIBLE



*USE WHAT YOU
HAVE*

(EVEN SHAREPOINT)

SHAREPOINT -

**WHERE INFORMATION GOES TO
DIE!**

(just kidding, mostly)

LET'S MAKE IT WORK!




GO AHEAD, DIG AROUND!

You never know what you'll find!

Join the SharePoint Scavenger Hunt!

Use Tags and Notes to share your finds!

BE INTENTIONAL



PLAN AHEAD

*look for ways to
learn and listen*

PLAN YOUR OWN KNOWLEDGE TRANSFER!

- Start today!
- Cross-train regularly

BUT...

- We don't have time
- We don't communicate
- People don't share

18 Then I hated all my labor in which I had toiled under
the sun, because I must **LEAVE IT TO THE MAN**

WHO WILL COME AFTER ME.

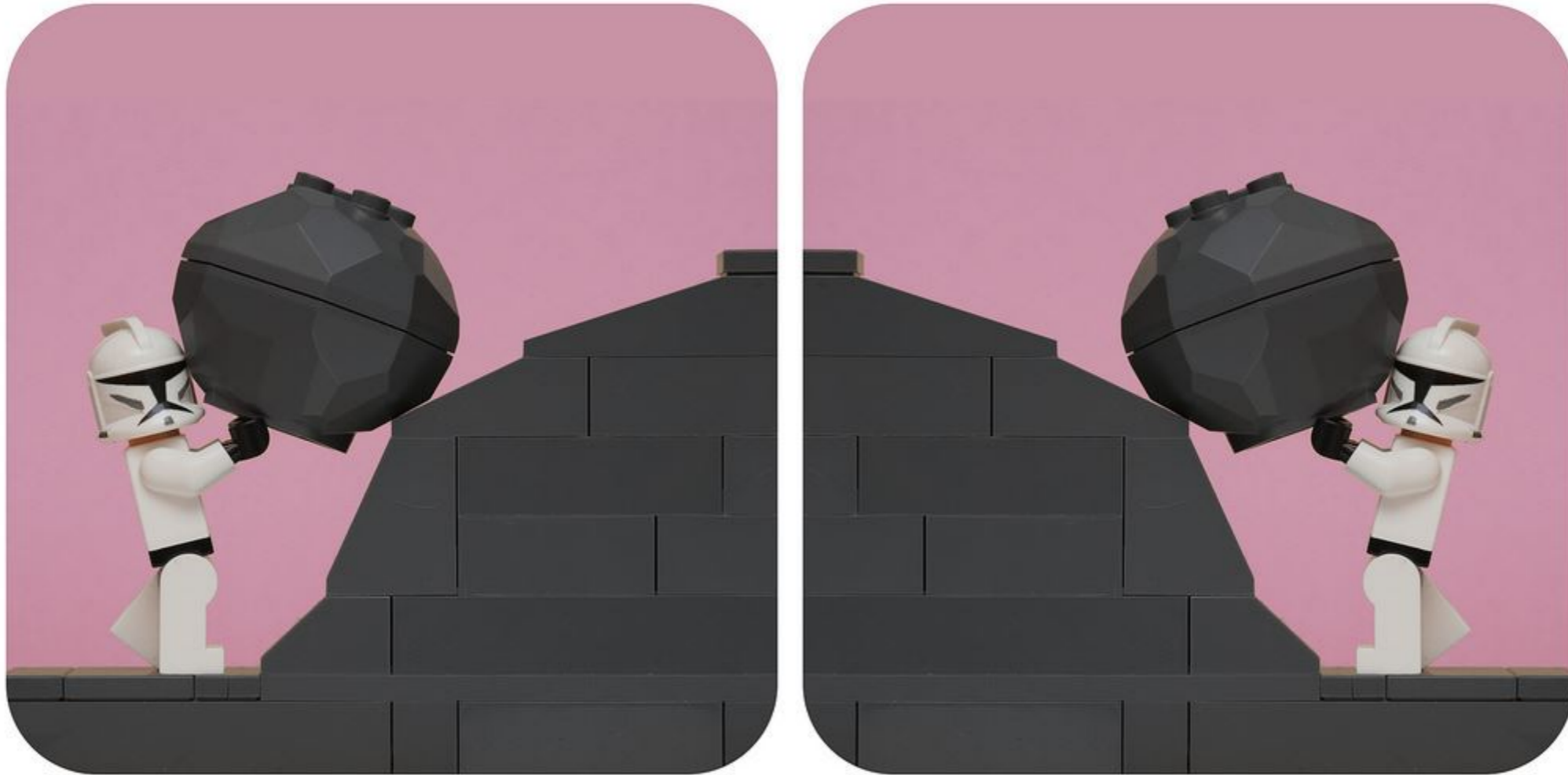
19 And **WHO KNOWS WHETHER HE WILL BE**

WISE OR A FOOL? YET HE WILL RULE OVER

ALL MY LABOR... This also is vanity.

King Solomon - [Ecclesiastes 2:18-19 \(NKJV\)](#)

FEEL LIKE GIVING UP?





STOP -

**NO MORE
EXCUSES!**



Try to **LEAVE THIS WORLD**

A LITTLE BETTER THAN YOU FOUND IT

and, when your turn comes to die, you can die happy in feeling that at any rate

YOU HAVE NOT WASTED YOUR TIME

but have **DONE YOUR BEST.**

Robert Baden-Powell

THANK YOU

JEFFREY A. MILLER



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