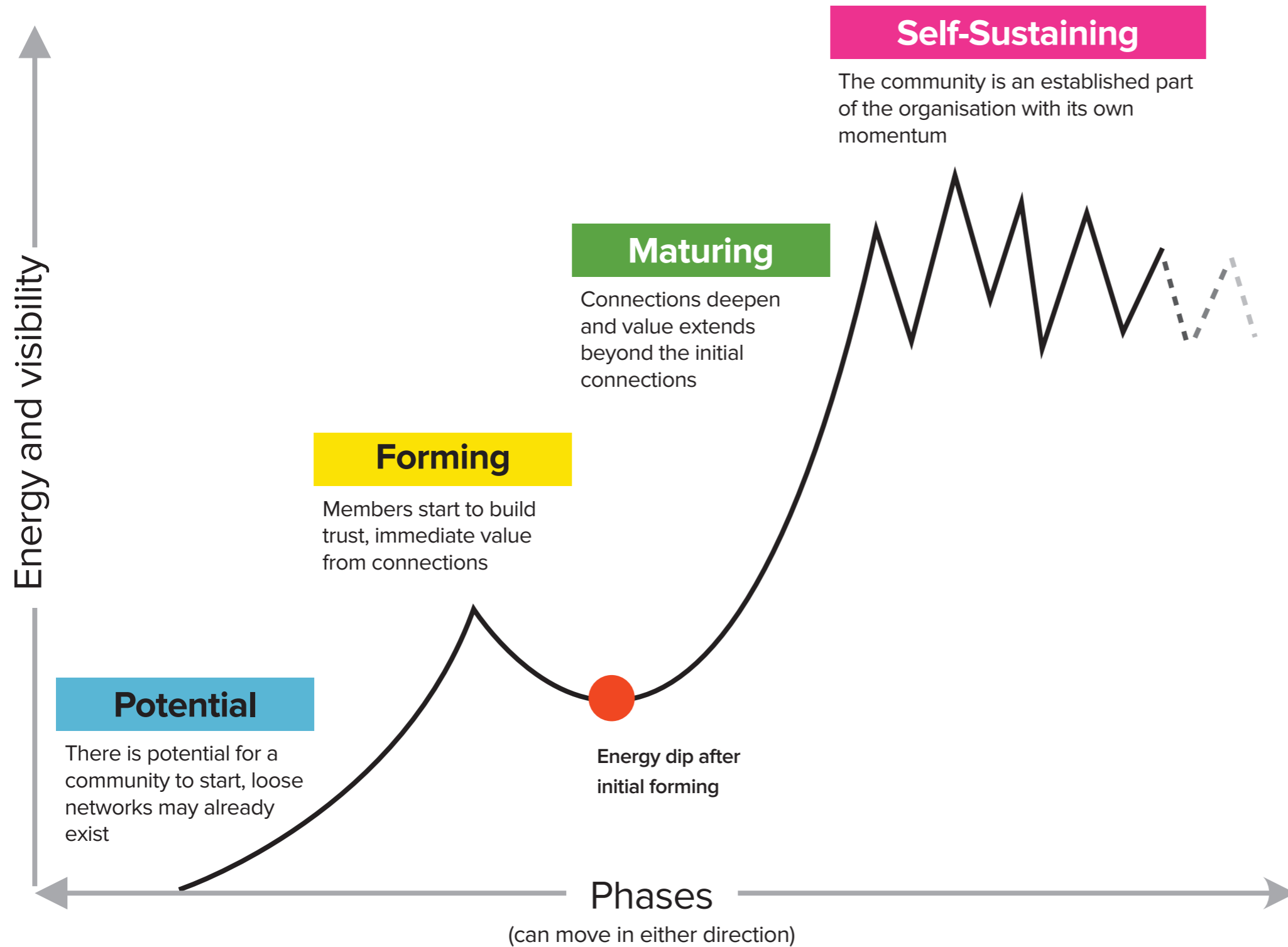




Community of Practice Maturity Model

V 4.2



About this model

The Tacit Community of Practice Maturity Model identifies the different phases of a community of practice and highlights areas that can help it progress towards self-sustaining.

The content is based on research and experience across different organisations over several years.

Version 1 of the model appeared in the book 'Building Successful Communities of Practice: Discover How Connecting People Makes Better Organisations'

Find out more at tacitlondon.com/publications

The latest version of this model is available at tacit.pub/copmaturitymodel

More community of practice tools are available at tacitlondon.com/tools

Graph adapted from Cultivating Communities of Practice: Wenger, McDermott and Snyder (2002)



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V1 from the book **Building Successful Communities of Practice: Discover How Connecting People Makes Better Organisations** tacitlondon.com/publications



TACIT



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Potential

Foundation and conditions

- There is a reason for creating a community, and someone wants to make it happen
- Some people have (made) time to create a community
- There is an idea of who the community is for (e.g. a role, activity or area of interest)
- There is an idea of people who could be invited to join
- Some people have been invited to join the community

Forming

Foundation and conditions

- There is a small group of core members enabling the community
- The community has a purpose that members can explain to others
- Members understand the criteria for membership and can explain them to others
- The community meets often and regularly
- There is some organisational support for the community

Supportive network

- Members have agreed on ways of engaging with each other, which may include principles, values or a charter
- Members have a safe space to meet and communicate
- Core members are motivating others to take part in the community
- The needs of community members have been identified
- Members feel supported by each other
- New members feel welcomed into the community; they can easily find and engage with other members
- Members' excitement, engagement and participation in the community has increased since it started

Learning

- The community has identified skills and capabilities they want to develop
 - Members are learning new skills from the community that inform their day to day work
- #### Knowledge sharing
- Members are connecting with people they haven't had the chance to before
 - Members are learning about each others' work through sharing stories, challenges and work
 - Community interactions are allowing members to join up related work and challenges
 - Members have agreed on tools to support communication and collaboration outside of meetups

Common approaches

- Members are starting to adopt common approaches, enabling them to do their work more effectively
- The community is beginning to set standards for their role or area(s) of interest
- Members talk about the community to other people in the organisation





Maturing

Self-Sustaining

Foundation and conditions

Leadership is shared amongst a larger group of core members

There are clear member-owned purpose and goals

Community interactions are varied, covering support, learning, sharing knowledge, common approaches and collaborating

Members explicitly influence community direction and activities

Members are regularly reviewing and adapting community activities to meet emerging needs

There is explicit organisational support through budgets, sponsorship and time

Supportive network

The community is a safe and respectful environment; all members freely contribute

The community is meeting members' needs

Learning

Members regularly bring in external knowledge to enrich community learning

The community plays a vital role in members' professional development through informal and formal learning activities

There are open-door activities with people outside of the community (e.g. show and tells and cross-community meetups)

Knowledge sharing

Members seek help from the community knowledge sharing platforms are active and useful

Common approaches

Members adopt common standards and approaches across the organisation

Members actively advocate for the community and its outputs to other people

Other people in the organisation are engaging with the community as a whole

Collaboration

Tools are in place for members to store shared information and community outputs

The community has created outputs or new approaches used by the organisation

The community has goals that members collaborate on as a whole or in smaller working groups

Impact

The community and its outputs are evident to the rest of the organisation

The community can demonstrate the value it adds to members and organisation

Foundation and conditions

The community has a momentum that is not reliant on one or two people

Leadership responsibilities are distributed throughout the community

Supportive network

The community is a recognised part of the members' regular routine

The community on-boards new members into the organisation

Knowledge sharing

The community has an explicit role in growing capability across the organisation

Common approaches

The community has a recognised role in ensuring the quality and standards of its practice

Collaboration

The community regularly create outputs used by the organisation

Impact

The community is an established part of the organisation

People outside of the community advocate for it

