



Meet Dr. Cynthia J. Young, Educator and Author

Dr. Young is a proud retired U.S. Navy officer and current defense contractor, wife, and mom who believes sharing knowledge empowers everyone. She believes in sharing and transferring of knowledge at all levels. No one wins by being the only one with the information and the team cannot survive with only a single point of knowledge. She is one of the co-authors of the recently released Refractive Thinker volume titled The Refractive Thinker® Vol XVII: Managing a Global Workforce: The Impact of Global Employees. Let's hear more

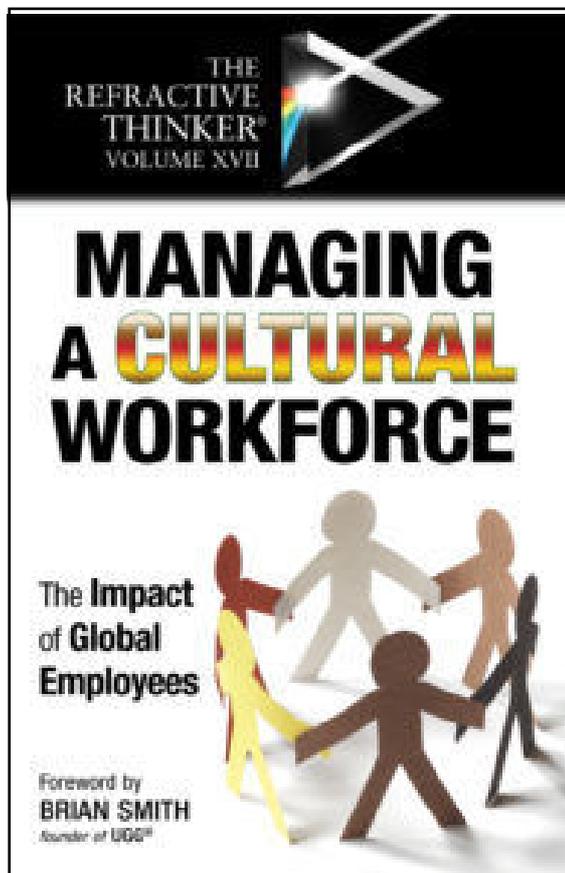
~Share something you are passionate about:

I am passionate about personal empowerment. By sharing knowledge, you share insight and show trust to your team. As I gain more knowledge about processes and procedures through others, I also gain more confidence which I hope others can gain as well. Unfortunately, there are some that think that sharing knowledge is giving up job security. I look at it differently. When you share knowledge, you empower others to grow and they remember that and respect that. In turn, they empower others and so on which allows of team and individual growth for the organization.

~What are some ways you are helping to bring this forward in the world?

I have written about knowledge management and empowerment from knowledge management, specifically, knowledge sharing in my doctoral study, my previous book chapter, *The Refractive Thinker®: Vol XI: Women in Leadership: Ch 3: Using Leadership to Improve Firm Performance Through Knowledge Management*, and in many of my speaking engagements. I will be speaking at the upcoming OPEX Week: Business Transformation World Summit 2020 in Orlando, FL this upcoming January on mind mapping, specifically, how knowledge sharing can empower an organization can use mind





mapping to support their business development and capture processes.

~Describe something our readers today can look forward to discovering in your chapter, Chapter 4: Ensuring Prosperous Knowledge Flow from the Silent Generation Through Generation Z in a Global Workforce:

I want our readers to appreciate the importance of knowledge sharing and knowledge transfer and how it differs within the generations currently in our workforce. Once generations retire, there are losses to the tacit knowledge that can negatively affect productivity of an organization and career growth of the teams and individuals. Sharing what you know is important to the organization and personal relationships. It just requires people who want to share knowledge and people to be open to receiving the knowledge and can be easily done over something as simple as a cup of coffee.

~ What are 1-3 tips you can give our reader today to help them step forward in their life powerfully?

1. Share your knowledge without being apologetic about knowing something another does not know.
2. *As I* learned in the Navy, do not be the senior person with a secret since sharing knowledge can mean the difference between success and failure.
3. Knowledge sharing makes everyone more successful in an organization since nothing is truly gained by hoarding knowledge.

~Will you share a client success story?

One of my first jobs as a defense contractor was as a knowledge manager. This job could have been an administrative job, but with this client, I was allowed to do more than just take minutes on conference calls and write agendas for meetings. I used my knowledge of Lean Six Sigma and supported a Value Stream Mapping (VSM) event for my client. It was painful as most VSM events are on day 1, but by day 3 the entire team found common ground on their processes through knowledge sharing, was able to reduce waste, and improve the overall process.

~What piece of advice can you share today to empower our readers to SHINE?

Keep confidences confident and share knowledge daily. You will endear trust with your subordinates, peers, and seniors which leads personal and team success.

~Any final thought, share, or idea that you would like to share with our readers?

No one knows everything. Be open to sharing knowledge with your co-workers whether they are juniors, seniors, or peers. This makes for a more well-rounded organization since there is no one person with the information. If this is not a practice of yours or your organization, insist that it become one or lead by example by sharing your knowledge. No one is irreplaceable and no employee guarantees they will not leave your organization. Set up for success now!

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