Organisations with KM strategies expect their staff to demonstrate four key KM behaviours: to find and use knowledge to build next practice and to create, share and manage knowledge for the benefit of the organisation or the sector (IDeA, 2008). The figure shows the national KM tools which could support these behaviours in education.

1. Finding and using knowledge
   - Research databases are linked & cross-searchable
   - Practitioners and policy makers expected to use research

2. Sharing knowledge
   - Significant research is published quickly & disseminated extensively
   - Publication methods use ICT effectively – multimedia/multilayered flow charts

3. Creating knowledge
   - Teachers’ questions are the focus of research, gaps are highlighted and researchers are invited to fill the gaps
   - Educators can find and join research/professional networks and projects in their areas of interests

4. Managing knowledge
   - Mechanisms exist to ensure research addresses teachers’ questions
   - Research covering all main areas of professional knowledge is available (see Table 1) including subject-specific pedagogy, SEN pedagogy and generic research
   - Processes exist to scale up promising small scale research & researchers collaborate to build large scale studies