

**SOCIAL
INNOVATION
COMMUNITY**

TOOL TEMPLATE: CAPITAL SYSTEM METHODOLOGY

TRANSITION SI toolbox

How to assess hidden intellectual capital?

Complexity: medium

Time required:

Material required: Capital System Methodology spreadsheet,
pens

Other:

CSM can be done individually or in a group work

What is it for?

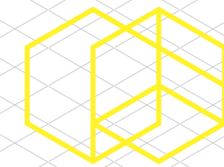
Capital System Methodology is a tool to assess organizational intellectual capital. Intellectual Capital includes assets as Relations capital, Human capital and Structural capital. All of them produce intangible value for the organization and should be assessed. This is a visualization tool that helps teams focus and detect their intellectual resources and plan how to develop the ones that they are lacking.

How to use it?

The goal of the activity is to gain overall view of the intellectual capital. Group members need to fill in each branch of the graph by giving it a score (0-4). 0 is the minimum and 5 is the maximum. When all marks are joined the result is a figure which is supposed to be filled in order to highlight an area. Highlighted area represents resources group can count on, and the missing areas represent the resources group should consider to improve or to build upon.



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RELATIONAL CAPITAL

Relation Capital encompasses the collection of relationships that company maintains with its clients, suppliers, social agents, competitors, market regulators, etc.

score:
1 basic relationships

↓
4 large network

STRUCTURAL CAPITAL

Structural Capital is also called organisational competencies and/or technological. It is the latent knowledge of the company people and teams that is explicit, systematized and interiorized by the organisation, so that, its property is from the company.

score:
1 superficial knowledge

↓
4 deep knowledge



HUMAN CAPITAL

capacities for:

leadership > it is about sharing vision and goals, guiding and empowering others

management > involve many skills like communication skills, resolving conflict, measuring results, planning, delegating, negotiating motivating staff, making decisions, managing change

team work > ability to collaborate with others for a common goal

attitudes:

motivations > internal and external factors that stimulate desire and energy in people to be continually interested and committed to a job

behaviours > way in which one acts or conducts oneself, especially towards others

mentality > the ability to think and learn

aptitudes:

job experience > previous knowledge acquired on the field

technical background > technical knowledge of the product and service

sector knowledge > knowledge of business sector and markets

score:
1 I'm aware of it

↓ know how to do it
4 I can teach others