**Roles Of CoP Leaders**

1. Identify the core members with common interest but with diverse experience (20 to 30) to determine the community’s vision and mission before setting up
2. Post a draft, update on issues and ask for feedback regularly. Avoid answering question on your own but encourage contribution from members
3. Encourage the community to do likewise
4. Building an environment of trust to convert tacit knowledge into shared explicit document
5. Work with stakeholders to create a policy in creating a safe and productive environment for sharing, take into consideration aspects such as IT, Legal, HR and communication.
6. Be a cheerleader, connector, leader, detective, and conductor. Identify ways to connect members online and offline
7. Map needs of members to the need of the community and the organisation at large
8. Give people a voice, inspiring them to act and share
9. Develop a promotion and marketing strategy as well as a quick guide to welcome new members
10. Identify activities that can boost the community’s engagement
11. Educating, nurturing new community champions
12. Upholding the community’s mission and vision, builds community with community
13. Identify people who are more willing to help and share knowledge rather than those who know all but reluctant to help
14. Ask leading questions and think of ways that can induce members to be more willing to share their stories and celebrate their success
15. Handling negative situations and remind members of the common goals and expectation
16. Community design should be loosely structured so as not to suppress the voices of the members. It should guide members to outcome and help them reiterate and make the community their own in order to support a self-sustaining community
17. Collaborating internally, getting support for initiatives and removing hurdles
18. Measuring successes aligning to the organisation’s business goal (quantitative indicator if possible) to solicit buy in and support

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