

Knowledge Management

Length: 1 day

Overview: This course will teach the learner how to initiate a knowledge management program at work. When it comes to knowledge management, any organization is able to implement a strategy. Wherever there are humans working together for one goal, there is knowledge to be harvested, stored, and dispensed as needed.

Course Objectives:

- Understand the concepts behind knowledge management
- Learn the Do's and Don'ts of successful knowledge management
- Understand the knowledge management lifecycle
- Identify the knowledge management paradigm
- Learn about the knowledge management models
- Learn how to build rationale for KM in a company
- Develop a KM implementation in a company

Who Should Attend

This course is designed for people of all roles and disciplines that are new to the field of knowledge management or need to understand the whole picture. It is designed to bring people up to speed fast so they can participate in knowledge management initiatives in their organization.

Course Outline

MODULE 1: INTRODUCTION TO KNOWLEDGE MANAGEMENT

MODULE 2: KNOWLEDGE AND LEARNING

MODULE 3: ORGANIZATIONAL LEARNING AND LEARNING ORGANIZATIONS

MODULE 4: ORGANIZATIONAL CULTURE, CHANGE MANAGEMENT AND COMMUNITIES OF PRACTICE

MODULE 5: ENABLING TECHNOLOGIES

MODULE 6: KNOWLEDGE MANAGEMENT FRAMEWORKS AND PROCESSES

MODULE 7: KNOWLEDGE STRATEGY

MODULE 8: KNOWLEDGE MANAGEMENT ASSESSMENT AND PLANNING

MODULE 9: KNOWLEDGE MANAGEMENT MEASUREMENTS AND METHODOLOGIES

MODULE 10: BUILDING A BUSINESS CASE FOR KNOWLEDGE MANAGEMENT
