

## KNOWLEDGE MANAGEMENT (KM)

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**Knowledge  
Management  
(KM)**



**COURSE LENGTH: 1.0 DAYS**

Islands of information within an organization, or information that resides within each individual employee, can be difficult to find when needed and places organizations at a distinct disadvantage with their competitors.

This Knowledge Management course from PD Training teaches the creation of a system that captures knowledge purposefully for incorporating into business strategies, policies, and practices at all levels of the company.

This course is available now throughout Hong Kong, including Central.

This Knowledge Management (KM) training course can be delivered at your premises by one of our expert local or international trainers or live online using our HIVE technology.

Contact us today for a quote.

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## KNOWLEDGE MANAGEMENT (KM) COURSE OUTLINE

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### FOREWORD

Today's culture thrives on knowledge. Possessing knowledge gives advantages in making the right decision or strategy to implement. The Internet distributes knowledge at split-second rates. Laptops, tablets and smart phones bring knowledge to our fingertips. As the old adage says, "knowledge is power."

Organizations have a wealth of knowledge accessible through the people they touch internally, like employees, and externally, like customers. Organizations that allow knowledge to go unmanaged may be giving their competitors the upper hand in the market. The organization that is able to capture, store, and retrieve knowledge effectively is then capable of learning as an organization. A learning organization is one where employees are empowered to change and develop new methods, thoughts, and strategies that will advance the mission of their organization.

Knowledge Management is the establishment of a system that captures knowledge purposefully for incorporating into business strategies, policies, and practices at all levels of the company. 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.

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### OUTCOMES

- Describe the concepts behind knowledge management
  - Examine the Do's and Don'ts of successful knowledge management
  - Interpret the knowledge management lifecycle
  - Identify the knowledge management paradigm
  - Learn about the knowledge management models
  - Build a rationale for KM in a company
  - Develop a KM implementation in a company
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### MODULES

#### Lesson 1: Getting Started

- Workshop Objectives

#### Lesson 2: Understanding Knowledge Management (KM)

- What is Knowledge
- What is Knowledge Management
- A Brief History
- Applications in the Workplace

### Lesson 3: Do's and Don'ts

- Data, Information and Knowledge
- The Tacit Mode

### Lesson 4: The KM Life Cycle

- Understanding Episodes
- Acquisition
- Knowledge
- Integration

### Lesson 5: The New KM Paradigm

- Paradigms of the Past
- The New Paradigm
- Implications and Applications
- The Knowledge Management End Game

### Lesson 6: KM Models

- The Nonaka and Takeuchi Model (SECI)
- Wiig Model
- Kakabadse Model
- Boisot Model

### Lesson 7: Building a KM Rationale

- Why Rationale is Necessary
- Building a Business Case
- Finding Success Stories
- The Commodisation/Customisation Model

### Lesson 8: Customising KM Definitions

- Components of a Knowledge Management Definition
- Customising the Components
- Creating a KMBOK

### Lesson 9: Implementing KM in Your Organisation

- Gathering Support
- Identifying Opportunities for Revenue Streams
- Key Knowledge Management Techniques
- A Map for Success
- The No-Budget Scenario

### Lesson 10: Tips for Success

- About the Chief Knowledge Officer
- Knowledge Management Skill Checklist
- The Knowledge Management Imperative
- The Hype Curve
- Barriers and Helpers to Success

### Lesson 11: Advanced Topics

- The Knowledge Management Maturity Model
- Absorptive Capacity
- Rustiness
- Process Model Types

### Lesson 12: Wrapping Up

- Words from the Wise
- Action Plans and Evaluations

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## WEB LINKS

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- [View this course online](#)
- [In-house Training Instant Quote](#)