PROFESSIONAL DEVELOPMENT TRAINING

5808 8521

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1.0 DAY COURSE

Knowledge Management (KM)

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.

What You'll Gain:

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.

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

Modules

Lesson 1: Understanding Knowledge Management (KM)

- The Knowledge Pyramid
- KM Timeline

Lesson 2: Types of Knowledge

- The Tacit Mode
- The Explicit Mode
- Conversion Categories

Lesson 3: The KM Life Cycle

- Understanding Episodes
- Acquisition
- Knowledge
- Integration

Lesson 4: The Evolving Knowledge Management Paradigm

- The KM Paradigm

Lesson 5: KM Models

- SECI Model
- Wiig Strategy Model
- Kakabadse Model

Lesson 6: Building a KM Rationale

- Why Rationale is Necessary
- Building a Business Case

Lesson 7: Customising Your KM Program

- Components of Your Program
- Customise Your Components
- Developing a KMBOK

Lesson 8: Implementing KM in Your Organisation

- Gathering Support
- Identifying Opportunities for Revenue Streams
- A Map for Successful Rollout

Lesson 9: Tips for Success

- Chief Knowledge Officer
- Skills to Manage a KM Project

Talk to our expert team

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