PROFESSIONAL DEVELOPMENT TRAINING

# Knowledge Management (KM) Training - 3hours

09 884 0762

REQUEST QUOTE

0.5 DAY COURSE

**This Knowledge Management (KM) training course teaches you how to implement an efficient method of collecting and using the informational assets and intellectual resources of the employees for the purpose of assisting in organisational success. This Knowledge Management course from PD Training teaches you how to create a system that captures knowledge purposefully for incorporation into business strategies, policies and practices at all levels of the organisation.**

**This course helps construct the knowledge base of the organisation by improving, systematising, retaining and making use of the intellectual resources of its employees. Such intellectual resources are acknowledged as an important competitive edge and a driver of effectiveness for every organisation.**

**The PD Training Knowledge Management Training Course gives you the ability to develop a knowledge management model, understand the life cycle of information, learn the rationale behind information management and the implementation and customisation of knowledge management systems.**

**This is a practical class that is suitable for all audiences and provides people with the tools that they can apply on-the-job (and in other contexts) the very next day.**

**This is an instructor-led class that you can attend from home or your office.**

**The virtual classroom uses an advanced version of Zoom called 'Zoom for Webinars' that includes enhanced collaboration features such as One-click content sharing, real-time co-annotation (people can work together in activity files), and digital whiteboarding, and we use tools such as live polls, private group chats and participants can 'raise their hand' so you *virtually* have the same collaborative classroom based learning experience.**

**These courses are facilitated in English and are open to people from different industries across Australia, New Zealand, Singapore, Malaysia and Hong Kong - this is a short but powerful learning experience that gives you global collaboration opportunities.**

****Please note, these classes run to a very tight schedule, please follow the invitation and join the class 10-minutes prior to commencement so you are ready to participate and don't miss a minute!**

**Be ready - check your device is ready to go by use this test link.**

## What You'll Gain:

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

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

Knowledge Management is the establishment of a system that captures knowledge purposefully for incorporation into business strategies, policies, and practices at all levels of the company. This course will teach participants how to initiate a knowledge management program at work. When it comes to knowledge management, any organisation 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 required.

# Outcomes

**After Completing this Course Participants will Have Learned to:**

- Interpret the knowledge management lifecycle
- Learn about the knowledge management models
- Build a rationale for KM in a company
- Develop a KM implementation in a company

# Modules

### Lesson 1: Types of Knowledge

- The Tacit Mode
- The Explicit Mode
- Conversion Categories

### Lesson 2: Building a Knowledge Management Rationale

- Why Rationale is Necessary
- Building a Business Case

### Lesson 3: Customising Your Knowledge Management Program

- Components of Your Program

### Lesson 4: Implementing Knowledge Management in Your Organisation

- Gathering Support

- Customise Your Components
- Developing a KMBOK
- Identifying Opportunities for Revenue Streams
- A Map for Success Rollout

**Talk to our expert team**

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