

Supervisors And Managers

Knowledge Management Course Outline:

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Understanding Knowledge Management

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

Module Three: Dos and Don'ts

- Data, Information, and Knowledge
- The Tacit Mode

Module Four: The Knowledge Management Life Cycle

- Understanding Episodes
- Acquisition
- Knowledge
- Integration

Module Five: The New Knowledge Management Paradigm

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

Module Six: Knowledge Management Models

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

Module Seven: Building a Knowledge Management Rationale

- Why Rationale is Necessary
- Building a Business Case
- Finding Success Stories
- The Commodization/Customization Model

Module Eight: Customizing Knowledge Management Definitions

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

Module Nine: Implementing Knowledge Management in Your Organization

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



Module Ten: Tips for Success

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

Module Eleven: Advance Topics

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

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations