

Knowledge Management

The Encarta Dictionary defines knowledge management as the organization of intellectual resources and information systems within a business environment. Sounds pretty simple, right? Take a moment, though, and think about all the information that each person has in their brain. That's a lot of knowledge!

The Knowledge Management workshop will give participants the tools that they will need to begin implementing knowledge management in your organization, no matter what the size of the company or the budget. Wherever there are humans working together for one goal, there is knowledge to be harvested, stored, and dispensed as needed.



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