PROFESSIONAL DEVELOPMENT TRAINING

Knowledge Management (KM) Training - 3hours

1300 121 400

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.

We use secure Video Conferencing with interactive features such as live polling, screen sharing, whiteboards, live chat and breakout sessions. Please discuss your preferred platform, most commonly we use Microsoft Teams, Skype for Business, Webex or Zoom upon request.

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

Our trainers and processes have been refined to give you a personalised learning experience where it is specifically targeted to your needs see our outcomes in the reviews.

****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!**

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

Phone: 1300 121 400

Email: enquiries@pdtraining.com.au