PROFESSIONAL DEVELOPMENT TRAINING

Knowledge Management (KM) Training

1300 121 400

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1.0 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 course is available now throughout Australia, including Brisbane, Sydney,, Melbourne, Adelaide, Canberra and Perth.

Please click on the Group Booking Quote button to receive a free quote for courses delivered at your preferred location.

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:

- Describe the concepts behind knowledge management (KM)
- 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

Lesson 6: Building a KM Rationale

- Why Rationale is Necessary
- Building a Business Case

- Kakabadse Model

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

Phone: 1300 121 400

Email: enquiries@pdtraining.com.au