



MSPD

CONSULTING . CORPORATE TRAINING . PERSONNEL

Make your Dreams Come True

2016/17 Course Outline

MSPD Skills Development Programme

Knowledge Management

Learning Outcomes

This course will enable you to:

- Describe the concepts behind knowledge management
- 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

Course Outline

Understanding Knowledge Management

- What is knowledge
- What is knowledge management
- A brief history
- Applications in the workplace

Do's and Don'ts

- Data, information, and knowledge
- The tacit mode

The Knowledge Management Life Cycle

- Understanding episodes
- Acquisition
- Knowledge
- Integration

The New Knowledge Management Paradigm

- Paradigms of the past
- The new paradigm
- Implications and applications
- The knowledge management end game

Knowledge Management Models

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

Building a Knowledge Management Rationale

- Why rationale is necessary
- Building a business case
- Finding success stories
- The commodisation/customisation model

Customising Knowledge Management Definitions

- Components of a knowledge management definition
- Customising the components
- Creating a KMBOK

Implementing Knowledge Management in Your Organisation

- Gathering support
- Identifying opportunities for revenue streams
- Key knowledge management techniques
- A map for success
- The no-budget scenari

Tips for Success

- About the chief knowledge officer
- Knowledge management skill checklist
- The knowledge management imperative
- The hype curve
- Barriers and helpers to success

Advance Topics

- The knowledge management maturity model
- Absorptive capacity
- Rustiness
- Process model types