

Course Description

Knowledge Management at 10,000 Feet: A Real-World Look at Key Issues AMS254



Overview

This course has been designed with two goals in mind. The first is to establish a common definition of Knowledge Management (KM). As the term has often been interpreted in so many capacities, our goal is to introduce commonly used definitions. The second goal of this course is to explore technologies that are being effectively leveraged in support of KM initiatives. At the conclusion of the course, participants will be armed with a working understanding of KM definitions and a clear direction as to which tools are being used to address common KM problems.

Learning Objectives

- Define knowledge management and understand where it comes from
- Understand the challenges that come with knowledge management initiatives
- Identify 5 knowledge management tools
- Understand how to measure success for knowledge management initiatives
- Understand the use of search technology
- Use the Knowledge Management Culture and Behavior Assessment
- Understand the steps to convert a non-knowledge management environment into a knowledge management environment
- Explore knowledge management examples by major industries and identify typical success trends
- Identify the top 10 reasons for failed knowledge management initiatives
- Identify best practices techniques that promote knowledge management success
- Overcome one of the biggest knowledge management challenges (marketing the benefits internally)
- Document knowledge management requirements
- Use the Knowledge Management Project Justification Worksheet
- Understand the relationship and impact of knowledge management and the “soft savings” category
- Build an economic model the defines the probability of success
- Compare and contrast “technical success” and “business success”
- Identify ways to ensure your knowledge management project can achieve business success

Format

This course is highly interactive and adaptive to participant’s interests and needs. A discussion approach is used and is accompanied by individual and team exercises. The coverage is practical but intense and designed to impart usable skills for each participant.

Duration

This course can be delivered as a one or three day course.

Who Should Attend

Chief Knowledge Officers, Chief Information Officers, VPs of Knowledge Management, Directors of Knowledge Management and Best Practices Managers would benefit by taking this course.