

Course Description

Knowledge Management 101 AMS261



Overview

Knowledge management caters to the critical issues of organizational adaptation, survival, and competence in face of increasingly discontinuous environmental change. Essentially, it embodies organizational processes that seek synergistic combination of data and information processing capacity of information technologies, and the creative and innovative capacity of human beings. In simpler terms, knowledge management seeks to make the best use of the knowledge that is available to an organization, creating new knowledge, increasing awareness and understanding in the process.

Learning Objectives

- Understand knowledge management and the relationship to the President's Management Agenda and business best practices
- Familiarize with knowledge management terminology
- Know the history and basics of knowledge management

Format

This course is highly interactive and how-to oriented. Discussion of concepts and principles is followed by hands-on exercises. The emphasis is on the practical application and adaptation of selected tools and processes.

Duration

Two days

Who Should Attend

Government personnel would benefit by taking this course.