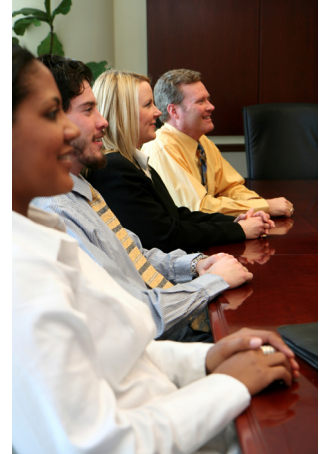


Course Description

Implementing, Leading and Managing Knowledge Management AMS263



Overview

Understanding what knowledge management is and why it is beneficial to an organization are only the beginning steps to developing a sound and solid effort. Understanding how to effectively implement and how to lead and manage the knowledge management effort are the next steps in the process.

In this course, we will look at best practices for implementing knowledge management. Participants will understand what to do and what not to do and will develop a plan for moving forward with knowledge management efforts in their respective governmental agencies.

Learning Objectives

- Identify the best practices for knowledge management
- Understand key performance measurement topics
- Build a business case using analysis techniques and decision theory
- Understand the basics of organization development
- Explore the concept of a learning organization
- Understand how to develop and sustain a learning organization
- Develop a knowledge management implementation plan
- Understand how knowledge management changes and how to deal with it
- Understand how to facilitate knowledge management efforts
- Identify key aspects of leading and managing knowledge management efforts

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

Three days

Who Should Attend

Government personnel would benefit by taking this course.