

## KNOWLEDGE MANAGEMENT (KM)

Generate a [group quote](#) today

### COURSE LENGTH: 1.0 DAYS

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 organizational 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 organization.

This course by PD Training helps construct the knowledge base of the organization by improving, systematizing, 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 organization.

Learn key skills like gaining the ability to develop a knowledge management model, understand the life cycle of information, learn the rationale behind information management and the implementation and customization of knowledge management systems.

This Knowledge Management (KM) training course can be delivered at your premises anywhere in Singapore by one of our expert local or international trainers.

Contact us today for a [group quote](#).

---

## KNOWLEDGE MANAGEMENT (KM) COURSE OUTLINE

---

### FOREWORD

Today's business culture thrives on knowledge. Possessing knowledge gives your organization a competitive advantage when choosing 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."

Organizations have a wealth of knowledge accessible through the people they touch internally (employees) and externally (customers). Businesses that allow knowledge to go unmanaged may be giving their competitors the upper hand in the market. The company that is able to capture, store, and retrieve knowledge effectively is then capable of learning and evolving as an organization. A learning organization is one where employees are empowered to change and develop new methods, thoughts, and strategies that will advance the mission of their organization.

Knowledge Management is the establishment of a system that captures knowledge purposefully for incorporating it into business strategies, policies, and practices at all levels of the company. This course will teach the participant how to initiate a knowledge management program at work. When it comes to knowledge management, any organization 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 needed.

---

### OUTCOMES

**After Completing this Course Participants will Have Learned 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 various knowledge management models
- ▶ Build a rationale for KM in a company
- ▶ Develop a KM implementation in a company

---

### MODULES

---

#### Lesson 1: Getting Started

- ▶ Workshop Objectives

---

#### Lesson 2: Understanding Knowledge Management (KM)

- ▶ What is Knowledge
- ▶ What is Knowledge Management
- ▶ A Brief History
- ▶ Applications in the Workplace

---

#### Lesson 3: Do's and Don'ts

- ▶ Data, Information and Knowledge
- ▶ The Tacit Mode

---

#### Lesson 4: The KM Life Cycle

- ▶ Understanding Episodes
- ▶ Acquisition
- ▶ Knowledge
- ▶ Integration

---

### Lesson 5: The New KM Paradigm

- ▶ Paradigms of the Past
- ▶ The New Paradigm
- ▶ Implications and Applications
- ▶ The Knowledge Management End Game

---

### Lesson 7: Building a KM Rationale

- ▶ Why Rationale is Necessary
- ▶ Building a Business Case
- ▶ Finding Success Stories
- ▶ The Commodization/Customization Model

---

### Lesson 9: Implementing KM in Your Organisation

- ▶ Gathering Support
- ▶ Identifying Opportunities for Revenue Streams
- ▶ Key Knowledge Management Techniques
- ▶ A Map for Success
- ▶ The No-Budget Scenario

---

### Lesson 11: Advanced Topics

- ▶ The Knowledge Management Maturity Model
- ▶ Absorptive Capacity
- ▶ Rustiness
- ▶ Process Model Types

---

### Lesson 6: KM Models

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

---

### Lesson 8: Customizing KM Definitions

- ▶ Components of a Knowledge Management Definition
- ▶ Customizing the Components
- ▶ Creating a KMBOK

---

### Lesson 10: Tips for Success

- ▶ About the Chief Knowledge Officer
- ▶ Knowledge Management Skill Checklist
- ▶ The Knowledge Management Imperative
- ▶ The Hype Curve
- ▶ Barriers and Helpers to Success

---

### Lesson 12: Wrapping Up

- ▶ Words from the Wise
- ▶ Action Plans and Evaluations

---

## WEB LINKS

---

- ▶ [View this course online](#)
- ▶ [In-house Training Instant Quote](#)