

Knowledge Management

Course Overview

This course will introduce students to knowledge management, including understanding knowledge management, dos and don'ts, the knowledge management life cycle, the knowledge management paradigm, knowledge management models, building a knowledge management rationale, customizing knowledge management definitions, implementing knowledge management in your organization, tips for success, and advance topics.

<u>Module 01 - Getting Started</u>	2m
Getting Started	
Workshop Objectives	
<u>Module 02 - Understanding Knowledge Management</u>	6m
Understanding Knowledge Management	
What is Knowledge	
What is Knowledge Management	
A Brief History	
Applications in the Workplace	
Case Study	
<u>Module 03 - Dos and Don'ts</u>	5m
Dos and Don'ts	
Data, Information, and Knowledge	
The Tacit Mode	
The Explicit Mode	
Identifying Conversion Categories	
Case Study	
<u>Module 04 - The Knowledge Management Life Cycle</u>	7m
The Knowledge Management Life Cycle	
Understanding Episodes	
Acquisition	
Knowledge	
Integration	
Case Study	

<u>Module 05 - The New Knowledge Management Paradigm</u>	6m
The New Knowledge Management Paradigm	
Paradigms of the Past	
The New Paradigm	
Implications and Applications	
The Knowledge Management Endgame	
Case Study	
<u>Module 06 - Knowledge Management Models</u>	7m
Knowledge Management Models	
The Nonaka and Takeuchi Model (SECI)	
Wiig Model	
Kakabadse Model	
Boisot Model	
Case Study	
<u>Module 07 - Building a Knowledge Management Rationale</u>	7m
Building a Knowledge Management Rationale	
Why Rationale is Necessary	
Building a Business Case	
Finding Success Stories	
The Commoditization / Customization Model	
Case Study	
<u>Module 08 - Customizing Knowledge Management Definitions</u>	7m
Customizing Knowledge Management Definitions	
Components of a Knowledge Management Definition	
Customizing the Components	
Creating a KMBOK	
Case Study	
<u>Module 09 - Implementing Knowledge Management in Your Organization</u>	9m
Implementing Knowledge Management in Your Organization	
Gathering Support	
Identifying Opportunities for Revenue Streams	
Key Knowledge Management Techniques	
A Map for Success	
The No-Budget Scenario	
Case Study	
<u>Module 10 - Tips for Success</u>	7m
Tips for Success	
About the Chief Knowledge Officer	
Knowledge Management Skill Checklist	
The Knowledge Management Imperative	
The Hype Curve	
Barriers and Helpers to Success	
Case Study	

Module 11 - Advance Topics

4m

Advance Topics

The Knowledge Management Maturity Model

Absorptive Capacity

Rustiness

Process Model Types

Case Study

Course Closure

Total Duration: 1h 8m