



Knowledge Management Training Course Outline

Foreword:

Today's culture thrives on knowledge. Possessing knowledge gives advantages in making the right decision or strategy to implement. The Internet distributes knowledge at split-second rates. Laptops, Tablets, and smart phones bring knowledge to our fingertips. As the old adage says, "knowledge is power."

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

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

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| <p>Knowledge Management Training Course - Lesson 1 Understanding Knowledge Management</p> <ul style="list-style-type: none"> • What is Knowledge • What is Knowledge Management • A Brief History • Applications in the Workplace | <p>Knowledge Management Training Course - Lesson 2 Dos and Don'ts</p> <ul style="list-style-type: none"> • Data, Information, and Knowledge • The Tacit Mode |
| <p>Knowledge Management Training Course - Lesson 3 The Knowledge Management Life Cycle</p> <ul style="list-style-type: none"> • Understanding Episodes • Acquisition • Knowledge • Integration | <p>Knowledge Management Training Course - Lesson 4 The New Knowledge Management Paradigm</p> <ul style="list-style-type: none"> • Paradigms of the Past • The New Paradigm • Implications and Applications • The Knowledge Management Endgame |
| <p>Knowledge Management Training Course - Lesson 5 Knowledge Management Models</p> <ul style="list-style-type: none"> • The Nonaka and Takeuchi Model (SECI) • Wiig Model • Kakabadse Model • Boisot Model | <p>Knowledge Management Training Course - Lesson 6 Building a Knowledge Management Rationale</p> <ul style="list-style-type: none"> • Why Rationale is Necessary • Building a Business Case • Finding Success Stories • The Commodisation/Customisation Model |

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Knowledge Management Training Course - Lesson 7 Customising Knowledge Management Definitions

- Components of a Knowledge Management Definition
- Customising the Components
- Creating a KMBOK

Knowledge Management Training Course - Lesson 8 Implementing Knowledge Management in Your Organisation

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

Knowledge Management Training Course - Lesson 9 Tips for Success

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

Knowledge Management Training Course - Lesson 10 Advance Topics

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

Knowledge Management Training Courses are delivered by **contract trainers** in Brisbane, Sydney, Canberra, Melbourne, Adelaide and Perth.

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