



KNOWLEDGE MANAGEMENT:

How to Create an Effective Learning Organization

Course Introduction:

This course will develop your knowledge and understanding of contemporary theories and practices of knowledge management (KM) by examining the relationship between a theoretical understanding of knowledge management and real-life situations and by integrating different dimensions of knowledge management arising from human resource management, information systems and strategic management. The course will explain the concept of intellectual capital' and how it is managed and exploited in organisations.

This course will give participants the tools that they will need to begin implementing knowledge management in your organization, no matter what the size of the company or the budget. Wherever there are humans working together for one goal, there is knowledge to be harvested, stored, and dispensed as needed.

Course Objectives:

By the end of the program, participants will be able to:

- Define learning organizations and list their various characteristics.
- Identify the knowledge life-cycle and develop processes for knowledge management at each phase.
- Define the role of employees in learning organizations and strategies for building a knowledge sharing culture.
- List the barriers and corresponding strategies associated with creating an effective learning organization.
- Evaluate the use of technology in learning organizations and assess the feasibility of implementing existing technological tools.

Who Should Attend?

Managers, senior managers and Human Resources professionals who wish to transform their business units to learning organizations. Middle managers and professionals whose responsibilities are to develop their organizational knowledge management strategies and promote knowledge management practices will also highly benefit from this program

Course Outline:

The Shift towards Knowledge Management (KM)

- Defining the Terms
 - Data
 - Information

- Knowledge
- Knowledge Management
- A Glance at the History of Knowledge Management
- The Nature of Knowledge Management
- The Life-Cycle of Knowledge
- Knowledge as an Asset to Organizations
- Importance of Knowledge Management
- Managing Explicit and Tacit Knowledge

Creating the Ultimate Learning Organization

- Definition of a Learning Organization
- Function of a Learning Organization
- Characteristics of Learning Organizations
- The Five Learning Disciplines
- Barriers to Creating the Learning Organization
- Enablers to Creating a Learning Organization
- Strategies to Creating your Learning Organization

Knowledge Management Process at Each Stage of the Knowledge Life-Cycle

- The Creation/Generation of Knowledge
- Dissemination to Various Individuals
- Strategies for Knowledge Transfer
- Utilization to Make a Difference
- How Should Knowledge Flow
- Continuously Evaluate your Knowledge Management Strategy

Creating a Knowledge Sharing Environment

- Organizational Learning Processes
- Knowledge Workers and Learning Organizations
- Skills Required in Knowledge Workers
- The Role of Employees in Knowledge Management
- Creating a Knowledge Sharing Culture – Implementing Leadership and Reward Structures
- How to Introduce Knowledge Management in your Organization
- Evaluation of Best and Worst Case Practices

Implementing Knowledge Transfer Technologies

- Technology as an Integral Element in Knowledge Management
- Categories of Available Tools
- Implementation of Knowledge Management Technologies

- Overview of the Tools Available

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work

Course Fees:

To be advice as per course location. This rate includes participant's manual, Hands-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session