



Leveraging Organisational Knowledge: The Basics of Knowledge Management (KL-KMOK)

PROGRAMME OUTLINE

"In an economy where the only certainty is uncertainty, the one sure source of lasting competitive advantage is knowledge" - Nonaka.

Leaders across the world concur that the ability to exploit knowledge and information as key productive resources is a critical success factor for any organisation (and by extension any country) to prosper in the modern knowledge economy. This is the central principle of Knowledge Management (KM) and by implementing KM processes and practices an organisation consciously develops a strategy that turns an organisation's intellectual assets – both recorded information and the talents of its members – into greater productivity, new value, and increased effectiveness.

This course will provide an overview of the field of Knowledge Management (KM) and introduce participants to the value of applying knowledge management procedures in an organisation. It will specifically demonstrate how the application of KM will enhance productivity, service delivery, knowledge exchange and knowledge leveraging in organisations. Participants will be introduced to the various processes and strategies that can be used to turn an organisation's intellectual and knowledge assets into greater value.

• FACILITATORS

- Prof Ben Fouché
- Dr J Gretchen Smith

• OUTCOMES

At the end of the course participants should be able to:

- Discern which KM processes and building blocks could best be applied to their work situation
- Understand how to create strategic advantage from KM procedures
- Participate in developing a basic KM strategy and implementation plan for an organisation
- Implement the basic steps to set up human communication networks, e.g. Communities of Practice
- Participate in a knowledge and information needs assessment and audit
- Create a basic knowledge map
- Create a basic expertise database
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- Discern which Web2.0 social tools, techniques and other ICT applications apply to Knowledge Management in the work situation

- **DURATION OF THE PROGRAMME**

This course is offered as a 3 day Workshop.

- **METHODS OF FACILITATING AND LEARNING**

An interactive workshop approach will be adopted that will include facilitation sessions, group discussions, and exercises

- **CERTIFICATION**

Knowledge Leadership will issue a certificate of attendance.

- **METHOD OF ASSESSMENT**

Attendance of the formal sessions; Active participation in class exercises and discussion

- **CONTACT DETAILS**

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