

Knowledge Management Training

Description

Introduction

The course will concentrate on the people aspects of Knowledge Management rather than the technology involved. Knowledge Management requires the creation of a culture in which people are willing to share not only their successes but also, sometimes their failures.

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The knowledge inside any organisation is probably the greatest asset you have; hence the need to protect and develop it. This course will show you how to do so and how to develop the necessary practices. The use of enterprise social networking, blogs and multimedia for example are transforming knowledge management and contributing to efforts to make work enjoyable and interesting.

The course will feature:

- How to create a culture of sharing
- How to develop a ‘learning organisation’
- How to motivate employees positively to be team players
- How to ensure departments initiate knowledge sharing and reciprocate to initiatives from elsewhere
- How to build systems that recognise efforts to share knowledge

objectives

By the end of this course, participants will be able to:

- Capture sharedknowledge
- Create an atmosphere of mutual trust
- Develop the supervisory and management teams towards empowering employees
- Engage the workforce in the day to day activities of the organisation
- Introduce a performance management system that encourages knowledge management

Contents

Day One

What is meant by Knowledge Management, Empowerment and by Engagement?

- Definition of a learning organisation, people, teams, organisation
- Understanding competitive advantage, productivity and profit
- Characteristics of engaged employees and of disengaged employees
- Characteristics of empowered employees and un-empowered employees
- Motivation – Intrinsic and extrinsic

Day Two

Techniques for Engaging Employees

- Informal participative decision-making programmes
- Job enrichment
- Self-managed work teams
- Informal and formal consultation processes
- Enterprise Social Networking, Blogs Multimedia

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Day Three

The Role of the Supervisor and Team Leader in Knowledge Management

- Getting the “Quid pro Quo” – initiative vs. reciprocation
- The Interpersonal skills involved – listening, communicating, assertiveness and influence
- The responsibility for people
- Delegation
- Recognition for efforts to share knowledge

Day Four

Empowered Performance Reviews

- Making Knowledge Management a part of performance management
- Motivating through feedback
- The importance of praise and how to make it more effective
- Coaching
- Providing genuine development, continuous learning

Day Five

Handling Change, Networking and Systems

- The change curve
- Upwards management
- Involving suppliers and contractors, supply chain

- People to people business
- Return to social networking

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