



Leading organisations are keen to exploit a range of **practical tools and techniques for knowledge management**. However, these must be deployed according to the specific business context.

When applied correctly, KM tools enable improved performance, reduced risk, accelerated learning and improved collaboration.

But how should the right tool be selected and what are the key hints and tips for maximising the benefits?

Overview and Course Content

This one-day training course provides a concise introduction which will help you to answer the above questions and immediately take advantage of the most cost-effective method(s) within your own department.

There are no specific pre-requisites, but a common factor among participants is their enthusiasm to get the most out of the organisation’s combined know-how, by promoting good practice across departments and with contractors.

The course includes teaching, demonstrations and discussions and is enriched throughout industry case studies. Please refer to page two for an overview of each module.

Learning Outcomes

Participants will gain a better understanding of KM concepts and objectives, and a briefing on range of proven techniques that can be employed to manage knowledge more successfully.

Feedback from Course Participants to Date

“It gave me a great overview of different Knowledge Management tools and techniques, which I was keen to start utilising in my day job to help me and others work more effectively”

“Good interaction from other learners – I gained a lot from this and will go away with lots of ideas for improvement to KM in my work area”

“Excellent course, will be recommending to my colleagues”.

Coffee and Registration
Introduction to Knowledge Management
Knowledge Transfer Methods
Break
Communities of Practice
Forums
Lunch
Decision Rationale Methods
Continuous Knowledge Transfer
Break
Lessons Learnt Reviews
Feedback & Close

1. Introduction to Knowledge Management

An overview of knowledge management is provided in the context of industry, highlighting the benefits such as accelerating learning and managing capability risks. Real life case studies illustrate some of the benefits of effective knowledge management.

2. Knowledge Transfer Methods

Trainees are provided with an introduction to several methods of knowledge transfer, some of which may already be recognisable within your own organisation or can be easily initiated. Target business benefits are explained, supported by success stories from industry.

3. Communities of Practice

A “Community of Practice” is a group of people brought together by a common interest and a desire to share knowledge and information on that topic. Using industry case studies, we illustrate practical experience and critical success factors.

4. Forums

A forum is an online mechanism through which Communities of Practice can thrive and conduct discussions. Examples are provided as well as information on facilitating forums in order to maximise their benefit.

5. Decision Rationale Methods

Capturing the rationale behind decisions improves understanding for current and future projects. These graphical methods can also be used to capture experiential, judgement knowledge and an understanding of the whole range of considerations behind decision-making. Techniques and industry examples are discussed.

6. Continuous Knowledge Transfer

Highlighting the strategic intent for KM, an end-to-end approach is explained. From a rapid audit of the capability within a group or department, the use of systematic and practical methods for retaining and enhancing know-how will underpin the success of future projects and new generations of staff.

7. Lessons Learnt Reviews

The Lessons Learnt Review is a method of capturing and sharing critical experiences gained by project teams throughout programmes of work. Using this method, inefficiencies and wasted effort can be avoided and successes reinforced.

This module concludes the one-day training course with practical guidance on how to conduct reviews and the opportunity to embed this technique routinely within your organisation.