



# KNOWLEDGE MANAGEMENT

"Knowledge is power" - Francis Bacon

Knowledge management is essential for any organization. This interactive training course will explore how to identify, accumulate and share knowledge within an organization. Participants will learn the importance of knowledge sharing and areas that should be included in a KM strategy. They will also explore techniques to capture and organize knowledge such as document sharing and communication technologies. By the end of this course, participants will have gained a better understanding of how to efficiently manage and use knowledge within an organization.

## Key Course Content:

- Understand the knowledge management paradigm.
- Identify what lessons can be learned.
- Understand the strategies to capture and share knowledge.
- Understand the role of technology in knowledge management.
- Identify and break down knowledge silos.
- Create a knowledge sharing culture.
- Strategically retrieve knowledge from people who don't want to give it to you
- Protect your knowledge form competitors
- Build trust levels between knowledge silos across the organisation



## Target Audience:

The course can be tailored for the specific cohort whether it be the leadership team, another group of managers/team leaders or employees.



## Duration:

This course is available as a 1-day course or a truncated half-day course.



## Delivery:

This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisations.



## Group Size:

We recommend a group size of 4-10 people.