



JAMELA RESOURCES CONSULTING

THE PRINCIPLES OF KNOWLEDGE MANAGEMENT

CERTIFICATION TRAINING COURSE

COURSE OUTLINE



SAQA US ID	QUALIFICATION TITLE	NQF LEVEL
252044	APPLY THE PRINCIPLES OF KNOWLEDGE MANAGEMENT	5

COURSE OVERVIEW

Do you believe that Knowledge management is a key ingredient in an organisation's ability to operate? Do you also trust that if you have the right facts and information with you, you would be able to innovate in your business and make informed decisions?

An organisation's data comes from its history and operations. Knowledge management is the process of making and sharing that knowledge and using it systematically for the benefit of the corporate. A knowledge management system ensures that an organisation's knowledge domain never gets compromised either due to revenue or losses incurred, or continued growth of the organisation itself, especially in this VUCA world.

A knowledge management strategy ensures that the knowledge assets remain protected and more importantly, consistent as the company continues to evolve. Companies have now begun investing in data management systems and dedicated teams to protect their intellectual capital. By choosing to invest in this course, your organisation would be able to gain a competitive edge in the marketplace.

This course on Knowledge Management by Jamela Resources Consulting will ensure that the relevant information remains with the organisation in the VUCA world in the years to come. This will also provide the organisation with the knowledge and skills to lead successful, real-world KM initiatives.

COURSE OBJECTIVES

Upon completion of the Knowledge Management Certification Training Course, participants will be able to:

- Ensure that the company has complete and accurate information for easy and instant decision-making at any point in time.
- Ensure that all employees have a clear and common understanding of the KM function.
- Prepare their organisations to be competitive in the ever-changing world of business.
- Ensure Continual Effectiveness in the marketplace.

TRAINING METHODOLOGY

Jamela Resources Consulting, employ different methods of delivering the training, which range from integrated approach, learning and teaching, participatory approach and experiential training and knowledge sharing. The different methods of delivering the training ensure interactive discussions and presentation deck to impart learning. This is further augmented by the infusion of several management games, paper-pencil exercises, activities, role plays, videos, and robust practice sessions.

Participants also get an outlet to impregnate their ideas with other industry participants as well. Jamela Resources Consulting also provide flexible and blended formats to meet the requirements of the organisation/ participants. Jamela Resources Consulting follows the approach of “**Do-Review-Learn-Apply**”.

ORGANISATIONAL BENEFITS

By deciding to undertake this course, organisations will benefit as follows:

- Create a Knowledge Management oriented corporate.
- Incorporate KM into the strategy of the organisation.
- Build an inter-mutual environment which promotes communication and innovation Transition.
- Transition to a learning-oriented organisation by bringing it into day to day operations.
- Ready to face the competition and challenges in the world of business.
- Same quality services to all the clients, and customers.
- Reduction in the number of clients and customer complaints.

PERSONAL BENEFITS

Participants will gain the following Personal Benefits from this course:

- Will become champions in the effectiveness of knowledge sharing.
- Encourage an environment of Knowledge Sharing in the organisation.
- Help your organisation maintain a competitive advantage.
- Learn how to apply the practical tools and techniques for the business
- Improved efficiency and effectiveness.
- Increased productivity.

WHO SHOULD ATTEND?

This course will add value to the following professionals:

- Chief Knowledge Officers (CKO)
- Knowledge Managers/Champions/ Practitioners
- Professionals Project/Program Managers
- Quality Managers
- Professionals Process Owners/ Process Champions
- Organisational Development Managers
- Change Managers/ Champions
- Professionals with no experience in any of the above fields can also take this up as a new career option.

COURSE OUTLINE

MODULE 1- THE BASIC CONCEPTS OF KNOWLEDGE MANAGEMENT

- What is Knowledge Management?
- The elements of Knowledge.
- Why Knowledge Management.
- Communicating Explicit and Tacit Knowledge.
- History of Knowledge Management.
- The life cycle/stages of Knowledge Management.
- The role of a Knowledge Manager in the Public Sector.
- Understand who would be responsible for this function.
- Establishing the strategy and framework of Knowledge Management.

MODULE 2- CONTEXTUAL UNDERSTANDING OF THE KNOWLEDGE MANAGEMENT CYCLE

- Understand how knowledge gets created in the corporate, and the types thereof.
- Understand the implications of cultural and behavioural elements of Knowledge Management.

- How to capture tacit knowledge?
- Developing a supportive environment for sharing knowledge.
- How to over-ride the challenges.
- Assess where your organisation stands in terms of Knowledge Management.
- Examine the gap of supply and demand.
- The Business Case for Knowledge Management.
- Reducing Costs and Growing Sales with Knowledge Management.
- Personal Work Performance and Bottom Line Benefits.
- Business Case Basics.
- Sample Knowledge Management Business Case.

MODULE 3 - THE KNOWLEDGE MANAGEMENT MIX

- People
- Recognition within the Knowledge Management Mix
- Technology
- Process

MODULE 4: THE KNOWLEDGE MANAGEMENT FRAMEWORK

- Needs Analysis
- Resource Identification
- Process Analysis, Identification, and Construction
- Accumulating, Sharing, and Storing Knowledge

MODULE 5 - THE KNOWLEDGE REPOSITORY SYSTEM AND DATA HANDLING

- Understand Systems requirement to codify knowledge, testing and deployment
- Developing the required infrastructure to integrate the transfer and sharing of knowledge in the company's culture, and structure
- Identify the process of auditing the knowledge function
- Forming the team for knowledge management
- Analysis of Data
- Data Mining

MODULE 6 - EVALUATION

- Creating the Dashboard of the knowledge management function
- Evaluating the effectiveness of the Knowledge Management function
- Understanding the ethical, legal and management issues involved
- Understanding the practices followed by the other corporates

MODULE 7 - CONTINUOUS LEARNING

- Capture and record the meaningful lessons learned
- Continuous Learning through Knowledge management
- The innovation in Knowledge Management



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More Information

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