

Knowledge Management

The Encarta Dictionary defines knowledge management as *the organisation of intellectual resources and information systems within a business environment*. Sounds pretty simple, right? Take a moment, though, and think about all the information that each person has in their brain. That is a lot of knowledge!

The Knowledge Management course will give participants the tools that they will need to begin implementing knowledge management in your organisation, no matter what the size of the company or the budget. Wherever there are humans working together for one goal, there is knowledge to be harvested, stored, and dispensed as needed.

Course Objectives:

- Understand the basic concept of knowledge management (KM)
- Identify the do's and don'ts of KM
- Identify the KM life cycle
- Identify the new KM paradigm
- Identify the KM models
- Understand how to build a KM rational for your company
- Understand how to customise KM definitions
- Identify the steps to implementing KM in your organisation
- Identify tips for success
- Understand the advance topics in KM

