

## Training Opportunities



Knoco Ltd offers in-house training courses on three levels, outlined below. These include a two day primer, a three day Masterclass, and a two day community launch

# Knoco Ltd. Training.

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### TWO\_DAY PRIMER COURSE

#### What does the Primer course offer?

The aim of this course is to transfer an awareness of the principles and practice of knowledge management. Through a mixture of tutorial and exercise work, the participant will develop an understanding of the people, process, cultural and technological aspects of knowledge management, and will be aware of how knowledge management can be implemented within a company for measurable business benefit. The course will be illustrated throughout with practical examples and detailed case studies. The course is designed for those who are interested in knowledge management, and wish to have a deeper appreciation of what is involved and how it can be implemented.

#### Who is it for?

This course is designed for the novice who is either interested in understanding KM or has been selected for a km project or role. Class size is 10 - 20 people. No prior knowledge, skills or experience are required.

#### What does it cover?

- The tools and techniques of knowledge capture and transfer
- Knowledge management as an organizational change process
- Introductory case studies
- Communities of practice and knowledge roles
- Business implementation

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### TWO\_DAY COMMUNITY OF PRACTICE LAUNCH:

#### What does the Community Launch offer?

The aim of this course is to develop the core of a community which will continue, after the course, to effectively share knowledge for business benefit. Through a mixture of tutorial and group work, the community will develop an understanding of how they can best apply their collective knowledge in the course of their normal work. The course will be illustrated throughout with practical examples, detailed case studies, hands-on exercises, and

collective agreement on community principles.

#### Who is it for?

The Community Kick-off is designed for new or fledgling Communities, who want to start, formalise, or re-evaluate the management of their knowledge. Class size is 12 - 24 people.

#### What does it cover?

- The principles of knowledge management
- The principles of communities of practice

- Crucial community knowledge
- Knowledge capture and packaging tools and techniques
- Advanced case studies
- Cultural blockers and enablers
- Community aims, objectives, principles, processes, boundaries
- Enabling technologies
- Community roles

**FEEDBACK**

"When I first heard of KM I thought it would involve boiling the ocean, and I was really impressed by the way you practice what you preach and distil it all into very simple steps to follow."

"Excellent materials, good mix of lectures and practicals."

"Overall very well structured course, with very knowledgeable instructor"

"Coming through this process helped me realise that it's not rocket science, it's taking the theory and applying it in a structured way. I like the model, the framework, and I like the fact that it's doable".

"First rate. An expert in the field. Knew his subject and able to define principles without recourse to any documentation."

"Excellent use of exercises to illustrate & backup concepts"

"This has been the missing link between theory and application. I am finally confident that we have the framework to do it."

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**THREE DAY MASTERCLASS:**

**What does the Knowledge management master class offer?**

The aim of this course is to transfer some of the skills and techniques of knowledge management to your employees. Through a mixture of tutorial and exercise work, the participant will develop skills in the capture, packaging and transfer of knowledge, and will develop implementation plans for business pilots. Techniques and strategies for cultural change will also be covered. The course will be illustrated throughout with practical examples, detailed case studies and hands-on exercises. An optional fourth day could be a workshop to develop your own KM implementation strategy.

**Who is it for?**

The Master Class is designed for those who are already working in the field of knowledge management, and who wish to develop and practice their skills, or for people assigned to Knowledge Management roles. Class size is 9 - 18 people.

**What does it cover?**

- The principles of knowledge management
- Knowledge capture tools and techniques

- Advanced case studies
- Knowledge packaging tools and techniques
- Initiating and working with communities of practice
- Cultural blockers and enablers
- Ranking and selecting knowledge management projects
- Enabling technologies
- Knowledge Management vision, strategy and stakeholders
- Implementing knowledge management and measuring the benefit

**Attendance Fees**

£650 per delegate for the primer course or community launch.

£1000 per delegate for the 3-day master class.

Client to provide venue. Minimum class sizes, expenses, VAT and cancellation conditions apply

**Contact us**

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