



Training

Knowledge Management

Understand the tools and techniques to harvest and retain knowledge.

The AIIM KM foundation course is based on theory and practice, to impart best practice gained over many years in industry and networking with the KM community. AIIM is renowned for its extensive array of courses across the information management spectrum, with over 25,000 industry professionals benefitting from AIIM training courses.

Details

Knowledge Management Foundation Course – delivered as classroom-based training for small groups of up to eight delegates. Larger groups can be tailored to suit specific requirements. The course includes handouts and notes from the presentation material, additional resource links and feedback from the practical exercises run during the day.

- Philosophy and Practice
- Knowledge audit and knowledge cycle
- Practical techniques for knowledge harvest/capture
- Knowledge transfer and knowledge retention/re-use
- Understanding the barriers and how to overcome them
- Understanding the benefits
- Identifying when it is cost-effective to invest in knowledge harvesting activities
- Making sure the knowledge is reused
- Choice and delivery of tools and techniques
- KM measures of success

Knowledge cycle actions	Knowledge creation	Knowledge sharing	Knowledge transfer	Knowledge retention
Enables acquisition and creation of new knowledge; often through trial and error and learning	Organisational culture to promote knowledge sharing and success	Plans to identify and prioritise knowledge transfer and managers to assess the effectiveness of these actions	Identify knowledge of importance and areas of risk; manage organisational knowledge as a strategic asset	Identify knowledge of importance and areas of risk; manage organisational knowledge as a strategic asset
Enables retention and creation of new knowledge; often through trial and error and learning	Organisational culture to promote knowledge sharing and success	Plans to identify and prioritise knowledge transfer and managers to assess the effectiveness of these actions	Identify knowledge of importance and areas of risk; manage organisational knowledge as a strategic asset	Identify knowledge of importance and areas of risk; manage organisational knowledge as a strategic asset

Importance	Frequency of use	Time to learn	Known by
Score 1: What level of importance is the depth of knowledge	Is this knowledge used on a daily basis	How long would it take to learn this knowledge	How many people in the company know this
5: None	Hardly ever	From long would take to learn this knowledge	Everyone
4: Useful	Sometimes	1 week	Most people
3: Necessary for the programme	Monthly	3 months	Quite a number
2: Only a few	Weekly	1 year	Only a few
1: Critical	Daily	5+ years	No one else

What our students say...

"AIIM's training programs provide up-to-date, real-world knowledge that can be put to practical use immediately."

Student from Alexandria, VA

"Excellent balance of instruction, debate and workshops. Suitable for organizations at all stages of development."

Student from London, UK

"An ideal mix of strategy, technology, and organizational aspects to provide the individual with the right tools and guidance to excel in their professional careers and transfer this knowledge to the organization. An absolute recommendation to everyone ... to grow in this field."

Student from The Netherlands

"The AIIM training programs can help any individual in any circumstance within their organization."

Student from Calgary, Canada


The Global Community of Information Professionals

Outcomes and Benefits

If you are tasked with managing information and knowledge:

- Gain an understanding of the fundamental concepts of knowledge management
- Know the core concepts, methods, techniques and how to enable knowledge flows in your organisation
- Understand how to measure the value of KM for your organisation
- 40% of course attendees say AIIM training helped them identify new ways to add value, reduce costs, and manage risk
- 26% of course attendees got promoted, got a higher salary/bonus, got a new job, or landed new customers as a result of taking the course

If you sell information management solutions or services:

- 89% of course attendees say AIIM training made them more effective at identifying and engaging prospects
- 78% became more effective at demonstrating how their solution matches the customer requirements.

Who should attend

This training is suitable for anyone with responsibilities for Information and Knowledge management with limited KM experience, but with a good understanding of the business operations and its operating environment. This course will suit people:

- From any background with a need to build their understanding of KM, and particularly seeking practical guidance for implementing a KM programme
- From a library, archives and information background to understand the linkage between information, knowledge and records management and how these three are part of the same continuum in a digital economy
- From HR, Business Change, and Learning and Development background to enable them to understand how the organisational environment and culture can promote KM practices to benefit the organisation's goals and objectives, such as knowledge creation and sharing, cost savings etc.
- From a programme and project management perspective, to enable them to understand the value add from various KM techniques as part of their processes to ensure knowledge is fed back into the functional teams
- From an IT and developer background to enable them to understand the technical requirements of the users and support them in a practical KM environment.

If you wish to book on this course please contact:

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