

Knowledge Management

Objectives:

- Gain a greater awareness of knowledge management and your full leadership potential.
- Refine your leadership styles for the benefit of your team and department to develop KM.
- Develop adaptability in dealing with different people to extract the tacit knowledge.
- Enhance decision making skills in the light of knowledge management philosophy.
- Apply effective knowledge management skills in your organization.
- Personal growth as an effective leader.
- Better understanding of how to lead others towards effective decision making.
- Deepen personal insights on how to cultivate creativity in the organization.
- Manage relationships with others with effective leadership style.
- Improved Intra/Inter Departmental Communication.
- Lead with spirit of team in your enterprises.
- Be more knowledgeable about your leadership style & how to convert knowledge.
- Apply flexibility in various leadership situations to increase trust and loyalty.
- Learn how motivate and lead others to improve their willingness of knowledge sharing.
- Utilize understanding of personality styles to enhance your leadership.
- Apply leadership dynamics to understand others better.
- Encourage effective decision making skills.
- Understand the knowledge cycles.

Contents:

Knowledge Management

- The concept of Knowledge
- What is Knowledge?
- Approaches to knowledge management.
- Knowledge management elements.
- Drivers of Knowledge Management.
- Knowledge Management Maturity Model (KMMM).
- The Chief Knowledge Officer (CKO)
- The value of an organizational memory.
- Comprehensive knowledge management (CKM) Success Factors.
- Comprehensive KM Stages.
 - The Institutional Five Stages.
 - The Personal Five Stages.

- The Status of Knowledge Management.
- Knowledge Management Processes.
- Knowledge Resources in Organizations
- Effective Knowledge Management (KM)

Tacit Knowledge and Explicit Knowledge

- The Present Moment
- Power of tacit knowledge
- Sharing tacit knowledge
- The Knowledge Harvesting
- Difficulties of sharing tacit knowledge
- The distance zones
- Conversion of Tacit Knowledge to Explicit Knowledge using SECI-Model
- Knowledge Conversion Modes
 - Socialization
 - Externalization
 - Internalization
 - Combination

Knowledge Sharing

- Factors Influencing Knowledge Sharing
- Knowledge sharing Barriers
- Managerial implications
- Knowledge exchange protocols
- Basic patterns for creating knowledge in organizations
- Methods used to acquire and teach tacit knowledge
- How to use Tacit and Explicit Knowledge Practically
- KM and quality strategy

Role of Human Resources in Knowledge Diffusions

- Strategies for implementing knowledge management
- Strategy for managing the human resources knowledge
- Implement a know-how strategy
- Creating supportive environments for knowledge management programs
- The strategic role of human resource management in knowledge mapping
- The employment relationship
- Managing the employment relationship
- The psychological contract

Role of IT in knowledge Management

- Knowledge Work and Productivity
- Information and Knowledge Work Systems

- Distributing Knowledge: Office and Document Management Systems
- Creating Knowledge: Knowledge Work Systems
- Sharing Knowledge: Group Collaboration Systems and Intranet Knowledge
- Capture and Codify Knowledge: Artificial Intelligence Systems
- Organizational Intelligence: Case-Based Reasoning
- Intelligent Agents

Intellectual Capital and Human Capital

- Definitions of intellectual capital
- Classifications of intellectual capital
 - Human capital
 - Relational capital
 - Structural capital
- Knowledge process wheel
- Measuring Human Capital

Target Group

This 5 days training course is designed for all management levels, supervisors, team leaders, Project managers and for any other professionals who would like to make a difference in knowledge sharing and manage it efficiently. Also for those professionals who would like to develop their management skills further in regards to knowledge management. The targeted trainees include:

- Senior and executive managers
- Officers and their assistants
- HR Managers
- Training and Development Managers
- CIO (Chief Information Officers)
- Potential future managers

Language:

- The materials for the trainees will be in English.
- The language of instruction should be in Arabic / English