

Advanced Course in Knowledge Management

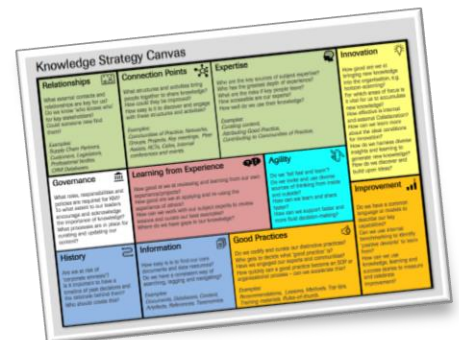
This two day course will be presented by the Henley Forum on **17th and 18th July 2019**.



Effective knowledge management improves individual and organisational performance by creating channels for knowledge to flow across organisational boundaries. This prevents the loss of value and opportunity when lessons aren't learnt or valuable knowledge isn't available to those who need it; builds the capacity for joined up thinking to improve decision-making and innovation; and it creates organisational agility and resilience in a changing world by building the capacity to respond to early signals.

Why attend

- Develop your capacity to design and implement more effective KM initiatives and strategic programmes in your organisation.
- Be better able to select, adapt and use KM techniques for your organisation.
- Experience a number of new KM tools and techniques.
- Build a shared language with your colleagues about core KM principles, so you can progress faster, be more innovative, learn more effectively and engage better with the business.



Who it is for

Those who are responsible for identifying, designing and/or implementing initiatives that will improve the knowledge and organisational learning processes and practices of the organisation.

- New and experienced knowledge managers
- Knowledge advocates / community leads with substantial KM / OL responsibilities within their role.
- HR/OD practitioners with an interest in developing their awareness and capability in KM.

What we'll cover on the course

By the end of the course, participants will improve their ability to critically evaluate suitable tools, processes, technologies, leadership and behavioural change approaches to develop their organisation's knowledge and learning capability.

Insights from Forum research projects undertaken over the past 17 years with public and private sector organisations will be referenced within the course.

Day 1

Concepts, Frameworks, Experience, Learning and Capture

- Core knowledge and organisational learning concepts.
- Closing the learning loop – how to ensure that lessons are actually learned. Techniques for Learning before, during and after.
- Team-based experiential exercise to practice learning and knowledge capture techniques.
- Knowledge capture and structure, corporate assets and individual knowledge retention.

Day 2

Communities, Innovation, Culture, Engagement and Implementation

- Designing and sustaining communities of practice.
- Developing a knowledge culture. Diagnosing the seven deadly syndromes. The role of leaders in shaping culture.
- Options for implementation and engagement, incorporating the 'elevator speech' exercise.
- Understanding and benchmarking Knowledge-enabled innovation.

Everyone attending the course will be encouraged to apply what they have learned to a project happening in their workplace. These can be individual projects, or activities coordinated with other attendees from your organisation.

Course tutor

Chris Collison is a bestselling business author, consultant and has been a regular contributor to the Henley Forum since its inception. Following careers in BP and Centrica, he has worked as a consultant in KM and organisational learning for 13 years, serving over 130 different organisations. He has taught programmes at several international business schools, and numerous government departments. He is a regular presenter at conferences and his books are used around the world on academic programmes and in industry.

