



This course can cut to 3-5 days. Cost is R1800.00 per person per day. This includes training material, and certificates excluding training manual. This course has credits which are allocated and get accumulated over time leading to a certificate/Diploma/Degree. We are currently working with SAQA on this and we are currently accredited with ISSET –SETA.

NB These courses and others placed for 2008 are available on request as well. Please note that we do not run courses for people less than 10. For us to come to your province or organisation ensure that we have at least 10 people. We run workshops as well on request. We give discount on in-house training. HURRY!!!! Space limited.

First Course: 12 -14 /01/ 2009 : Pretoria

Second Course 3-5 /02 /2009 : Eastern Cape

Third Course 09-11 /03/ 2009 : Durban

Fourth Course 18- 20 /05/ 2009 : Free State

Course Content for 3 Days

Knowledge Management Module 1

A. Introduction to KM

a) Definition of Data, Information & Knowledge

- **What is data and different types of data**
- **How data is analysed**



- How is data managed
- Principles of data management and regulatory framework
- How data is transformed into information
- How to present data
- How to store data in databases and repositories

b) Definition of Information

- What is information
- Different Types of information
- How to transform information into knowledge

c) Definition of knowledge

- What is knowledge
- Different types of knowledge
- How to create knowledge
- How to use knowledge to promote innovation
- How to use knowledge in policy making and planning informing decisions and discussions

B. History of Knowledge Management

- What is knowledge Management (definition)
- First , second and third generation of knowledge management
- Historical perspective of knowledge management
- The importance of Knowledge Management in the Public sector
- Steps towards Knowledge Management Strategy Development

- **Impementing Knowledge Management**



C. The Practice of Knowledge Management

- Definition of the Practice of Knowledge Management (POKM)
- Difference between KM and POKM
- A systematic approach to initiate POKM
- Achieving Key Performance Indicators (KPIs)
- Implementing a practical Knowledge Identification Exercise (Knowledge Needs Analysis)
- Developing an open-mind to pursue K-acquisition- Unlearning and Relearning

D. Pillars of Knowledge Management

- **Organisational Culture/ Imperatives**
- **Knowledge Identification**
- **Knowledge acquisition**
- **Knowledge application**
- **Knowledge Sharing and communities of practice**
- **Knowledge development**
- **Knowledge creation**
- **Knowledge Preservation**



E. Human Capital in KM

a) Managing Human Intellectual Capital

- **People as organizational assets**
- **Identifying talent and retaining it**
- **Knowledge transfer in human capital development**
- **Moving from 3rd class mind set to Global mindset**
- **Creating Conceptual abilities**
- **Entrenching Behavioural abilities**
- **Entrenching Technical abilities**

F. Knowledge Auditing & Mapping

a) Conducting a Knowledge Audit

- **Business analysis**
- **Conducting a survey**
- **Identifying knowledge**
- **Mapping Knowledge**
- **Developing a strategy**

Exercise on Knowledge Auditing & Mapping

G. Web Management

a) Designing and developing web pages

- **Importance of Web/Portal as KM tool**
- **KM systems and tools**
- **Managing web-based information**
- **Classifying and Packaging Information for web dissemination**
- **Choosing Information**
- **Packaging Information**

b) Managing Intranet as management tool

- **Different types of Intranet Information**
- **Categorising and classifying Info**
- **Updating Intranet**

H. Transforming Government/ Legislature /Org with KM

a) KM System in the Public Sector

- **Knowledge Processes and Policy Directive**
- **Principles and Processes in Implementing KM**
- **Building a Collaborative Learning Culture**
- **KM and Organisational Learning**
- **KM and Innovation in Government**
- **Role of KM in Public Sector/Legislature**
- **Public Sector Chief Knowledge Officer**

I. Community of Practice (CoP)

- a) What is a CoP
- b) What is the role of a CoP
- c) When to start a CoP
- d) How to develop a CoP
- e) Developing a CoP strategy
- f) Managing a Cop
- g) Evaluating a CoP

J. The Legal and Ethical Aspects of KM

- a) Legal and Regulatory Framework Nationally and Internationally
- b) Ethical Consideration in KM
- c) Professional Conducts
- d) Standards in KM



KNOWLEDGE MANAGEMENT SHORT COURSES

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HURRY!!! LIMITED SPACE

