

# OUTLINE

## Knowledge Management

### Lesson 1

#### *Course Overview*

- Getting To Know
- About the Workshop
- Learning Objectives
- Personal Objectives

### Lesson 2

#### *Definitions*

- Definition of Knowledge
- Difference Between Tacit Explicit Knowledge
- Meaning and History of Knowledge Management

### Lesson 3

#### *The Business Case for Knowledge Management*

- Reducing Costs
- Growing Sales
- Business Case

### Lesson 4

#### *The Knowledge Management Mix*

- Three Vital Components

## Lesson 5

### *The Knowledge Management Framework*

- Needs Analysis
- Resource Identification
- Process Analysis , Identification, and Construction
- Accumulating, Sharing, and Storing Knowledge

## Lesson 6

### *ITandD's Conundrum*

- Pre-Assignment

## Lesson 7

### *Knowledge Management Models*

- Four Popular Knowledge Management

## Lesson 8

### *The Knowledge Management Toolkit*

- Cross-Functional
- Mentoring
- Organizational Culture
- IT Solutions

## Lesson 9

### *Implementing Knowledge Management Initiatives*

- Building Knowledge Networks
- Creating Knowledge Management Body
- Creating a Chief Knowledge Officer (CKO) Position
- Change Management Strategies

## Lesson 10

### *Workshop Wrap-Up*

- Personal Action Plan
- Recommended Reading List
- Course Evaluation
- General Evaluation
- Final Thoughts

This course can be fully customised for your business team.  
Please contact us for more details and our team will happy to assist.

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