

€ TRAINING

Systematic Knowledge Building





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Introduction:

This training program focuses on equipping participants with the knowledge and skills necessary to build and manage an organization's knowledge base systematically. Through a structured curriculum, participants learn to harness knowledge associated with strategic management, customer focus, and best management practices.

Program Objectives:

At the end of this program, the participants will be able to:

- Gain deeper insights into technical and process knowledge.
- Align with the needs and expectations of stakeholders and customers, both internal and external.
- Align their efforts with organizational strategic objectives.
- Implement good management practices and meet the requirements and recommendations of relevant industry standards.
- Learn and apply best practices to make significant process improvements, including enhancing productivity, differentiating products and services, and consistently exceeding stakeholder and customer expectations.

Targeted Audience:

- Executives and senior management responsible for setting strategic direction.
- Knowledge management professionals and specialists.
- Information technology professionals involved in system implementation and maintenance.
- Departmental managers and team leaders seeking to enhance knowledge sharing practices.
- Individuals responsible for training and development within the organization.

Program Outlines:

Unit 1:

The Essence of Organizational Knowledge: A Strategic Imperative:

- Understanding What is Organizational Knowledge and Why it is Becoming So Important for Organizations.
- Knowledge Associated with.

- Strategic Focused Management.
- Customer Focused Management.
- Good Management Practices.
- Best Practices.

Unit 2:

Navigating Technology: Leveraging Electronic Document Management Systems:

- Technology Issues: Electronic Document Management System.
- Features.
- Good Practices.
- Best Practices.
- Implementation Processes.
- Specifications & Standardization.

Unit 3:

Strategic Knowledge Management: Unveiling Advanced Strategies:

- Strategy.
- Advanced Aspects for Knowledge Management.
- Strategic Focused Management.
- Customer Focused Management.
- Good Management Practices.
- Best Practices.

Unit 4:

Legal Foundations and Practical Implementation of Knowledge Management:

- Legal & Intellectual Property.
- Motivation.
- Knowledge in Specific Departments in Organization.

- Knowledge Management Strategic Issues.
- Implementing a Knowledge Management System.
- Knowledge Identification.

Unit 5:

Fine-Tuning Knowledge Processes: Analysis, Communication, and Security:

- Analysis.
- Collection, Retention & Updation.
- Communication.
- Security.
- Intellectual Property.