

Knowledge Management Course Details

Department: Supervisors and Managers

Presented by Magna Skills Development Institute

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Training Coordinator: Denis Wunganayi



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Course Summary

Organizations have a wealth of knowledge accessible through the people they touch internally, like employees, and externally, like customers. Organizations that allow knowledge to go unmanaged may be giving their competitors the upper hand in the market. The organization that is able to capture, store, and retrieve knowledge effectively is then capable of learning as an organization. A learning organization is one where employees are empowered to change and develop new methods, thoughts, and strategies that will advance the mission of their organization.

Knowledge Management is the establishment of a system that captures knowledge purposefully for incorporating into business strategies, policies, and practices at all levels of the company. This course will teach the learner how to initiate a knowledge management program at work. When it comes to knowledge management, any organization is able to implement a strategy. Wherever there are humans working together for one goal, there is knowledge to be harvested, stored, and dispensed as needed.

Course Objectives

Research has consistently demonstrated that when clear goals are associated with learning, it occurs more easily and rapidly. This workshop is designed to help you in the following ways:

Understand the basic concept of knowledge management (KM)

- Identify the do's and don'ts of KM
- Identify the KM life cycle
- Identify the new KM paradigm
- Identify the KM models
- Understand how to build a KM rational for your company
- Understand how to customize KM definitions
- Identify the steps to implementing KM in your organization
- Identify tips for success
- Understand the advance topics in KM

Course Outline

Module One: Getting Started

- Workshop Objectives

Module Two: Understanding Knowledge Management

- What is Knowledge
- What is Knowledge Management
- A Brief History
- Applications in the Workplace
- Case Study
- Module Two: Review Questions

Module Three: Dos and Don'ts

- Data, Information, and Knowledge
- The Tacit Mode
- The Explicit Mode
- Identifying Conversion Categories
- Case Study
- Module Three: Review Questions

Module Four: The Knowledge Management Life Cycle

- Understanding Episodes
- Acquisition
- Knowledge
- Integration
- Case Study
- Module Four: Review Questions

Module Five: The New Knowledge Management Paradigm

- Paradigms of the Past
- The New Paradigm
- Implications and Applications
- The Knowledge Management Endgame
- Case Study
- Module Five: Review Questions

Module Six: Knowledge Management Models

- The Nonaka and Takeuchi Model (SECI)
- Wiig Model
- Kakabadse Model
- Boisot Model
- Case Study
- Module Six: Review Questions

Module Seven: Building a Knowledge Management Rationale

- Why Rationale is Necessary
- Building a Business Case
- Finding Success Stories
- The Commoditization /Customization Model
- Case Study
- Module Seven: Review Questions

Module Eight: Customizing Knowledge Management Definitions

- Components of a Knowledge Management Definition
- Customizing the Components
- Sample Definitions
- Creating a KMBOK
- Case Study
- Module Eight: Review Questions

Module Nine: Implementing Knowledge Management in Your Organization

- Gathering Support
- Identifying Opportunities for Revenue Streams
- Key Knowledge Management Techniques
- A Map for Success
- The No-Budget Scenario
- Case Study
- Module Nine: Review Questions

Module Ten: Tips for Success

- About the Chief Knowledge Officer
- Knowledge Management Skill Checklist
- The Knowledge Management Imperative
- The Hype Curve
- Barriers and Helpers to Success
- Case Study
- Module Ten: Review Questions

Module Eleven: Advance Topics

- The Knowledge Management Maturity Model
- Absorptive Capacity
- Rustiness
- Process Model Types
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise

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Company Overview

Who We Are: Magna Skills is a premier training and capacity-building organization specializing in professional development for government institutions, NGOs, and the private sector.

Our Mission: To provide world-class training solutions that equip professionals with the expertise needed to excel in their careers and contribute meaningfully to their organizations.

Our Vision: To be the leading provider of professional training and development across Africa, fostering excellence, innovation, and capacity-building in public and private sectors.

Core Values

- **Excellence** – Delivering high-quality training tailored to meet the evolving needs of professionals.
- **Integrity** – Upholding the highest ethical standards in all our engagements.
- **Innovation** – Embracing new technologies and methodologies to enhance learning experiences.
- **Customer-Centric Approach** – Ensuring client satisfaction by providing relevant, practical, and impactful training.
- **Collaboration** – Partnering with industry experts and institutions to provide the best learning opportunities.

Our Training Methodology

We use a blended learning approach that includes instructor-led training, case studies, workshops, and post-training support.

Why Choose Magna Skills?

- Experienced Trainers
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- Interactive Learning
- Global Recognition
- Proven Track Record

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Complete the form and share with Magna Skills Support Team on email info@magnaskills.com or Send Whatsapp on: +27630079022

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First Name:	Course Name:
Last Name:	Training Venue:
Mobile:	Month:
Email:	Training Method: Online[____] Face to Face [____]
Company Name:	Duration:
Country:	Number of Staff Members:

By signing this agreement, both parties confirm their commitment to the terms outlined in this proposal.