Certified Knowledge Manager
Live Classes - Virtual or Self-paced Asynchronous
Overview

What is the CKM?

The CKM program is KM Institute's flagship course, delivered in up to 15 countries yearly, with many thousands Certified since 2001. The CKM designation has become the global benchmark for both quality learning and competency in the Knowledge Management field.

Who Should Attend?

The CKM is ideal for anyone tasked to lead or improve a KM initiative - anyone interested in gaining a solid grasp of common KM principles at an advanced level with actual "hands-on" experience performing KM.

Pre-requisites?

There are no prerequisites, and no technical background is required. CKM Graduates range from newcomers to seasoned KM managers and practitioners, content managers, project managers, IT as well HR professionals. We serve individuals and teams from public, private, and military sectors, non-profits and NGO's.

KMI's Virtual CKM Classes have proven tremendously successful.

KMI
CERTIFIED KNOWLEDGE MANAGER
CKM

What is a Credly certificate?

All CKM Gradutates will receive a **Credly Digital Certificate/Badge** upon successful completion of the program.

You are authorized to highlight your digital certificate in any professional setting - everything from incorporating it into your digital signature, to proudly displaying it on your LinkedIn profile!

Recent CKM Live (in person) Class, Washington DC

Why Become a CKM?

Regardless of your organization's size, structure or purpose, we provide you with the knowledge and skills to lead successful, real-world KM initiatives. Whether you are new to KM or advanced, anyone can start!

- **Perform** KM using proven tips/tools anyone can use!
- **Build** Collaborative Environments; better communication, spark innovation
- **Transform** your organization into a rapid-learning environment
- **Develop** innovative ways to motivate your staff with quick wins
- **Create** the KM Vision for your company, including a solid strategy to get there
- **Initiate** with your peers successful Communities of Practice
- **Discover** usable, real-world KM principles and keys to success

How to Complete Your Certification

❖ **STEP 1: Register for a CKM Virtual Class**
Choose a convenient date for your time zone – see our "Events" listing at kminstitute.org.

❖ **STEP 2: Pre-Class E-learning – Up to 10 Learning Modules**
Access optional study-ahead content prior to joining the class. Online modules can be accessed at the KMI LMS. Learners enroll in the LMS before the class start date. Early access available. [Approx. 10 Hours]

❖ **STEP 3: Attend the CKM Virtual Class**
This workshop includes expert instructor lecture, classroom discussion, and interactive group exercises designed to engage participants in real-life scenarios applicable to your personal and organizational challenges.

❖ **STEP 4: Study additional Online Learning Modules to prepare for the CKM Exam***
All KMI CKM-related learning content will be made available prior to taking the exam, including the legacy "CKM Resource Book" and the eCKM (asynchronous online version).

❖ **STEP 5: Earn Your Certification**
The CKM exam is the final step in obtaining your CKM credential. It tests your ability to apply best practices using your understanding of the concepts presented and discussed in class and via your online learning modules. The exam consists of 50 questions, timed. You will be able to retake the exam until a passing score of 70% is achieved. There is no extra fee for the exam; it is included in the cost of your certification course.

Upon successful completion of the CKM exam, you will:

- ❖ Be awarded the CKM designation
- ❖ Receive a CKM certificate commemorating your accomplishment
- ❖ Be eligible to participate as a member of the CKM Alumni Community
- ❖ Enjoy continuous learning at the KMI "Knowledge Hub" (within our LMS)

*The exam may be taken immediately after class, or you may spend extra time in study and review as needed.

Available as a
4-Day Course
in Europe and
the Gulf Region
- Please ask!

5-day* Virtual CKM Class Daily Agenda

The CKM Program consists of 13 Practicum Objectives. Each Objective contains exercises.
Class pacing may vary based on student interaction and questions, however KMI Instructors will
generally adhere to this agenda.

DAY ONE - MONDAY
Welcome and general overview
Introduction exercise (name, role, expectations).

Objective 1: Call to Action
Exercise: small group exercise

Objective 2: Define KM
Exercise: small group exercise

DAY TWO – TUESDAY

Feedback on Day One (how do you feel about the content, pace, interactivity?).

Objective 3: KM Metrics (Measure KM Success)
Exercise: KM Maturity Models

Objective 4: The KM Methodology
Exercise: Case Study and methodology design

Exercises assigned before next session: Watch certain modules from the eCKM (online) Program
regarding KMI Methodology, prepare questions for in-class review.

Objective 5: Transformational Change Management
Exercise: Slides and group discussion, plus "folding hands" exercise

* North American classes

DAY THREE - WEDNESDAY

Objective 6: Quick Wins
Exercise: 1-2-4-all liberating structure (referencing homework)

Objective 7: Awareness Plan - Learning Plan
Exercise: Slides and group discussion

Objective 8: Awareness Plan - Communications Plan
Exercise: Slides and group discussion

DAY FOUR - THURSDAY

Objective 9: KM Solutions Matrix
Exercise: Strategy examples and Group Discussion

Objective 10: Knowledge Transfer & Retention
Exercise: Practice Knowledge Transfer & Retention

Objective 11: Governance/KM Team Charter
Exercise: Strategy examples and group discussion

DAY FIVE – FRIDAY

Review of week and additional exercises prescribed by Instructor.

Based on flow of content for the week, what still needs to be addressed, etc.

Objective 12: Overcome Barriers
Exercise: Knowledge Cafe

Objective 13: Get Started (Way Forward)
What specifically are you going to do when you get back to your team and organization?
Exercise: Practicum 13: Capstone KM Strategic Planning Canvas activity.

KM Strategy Conclusion – next steps, more live feedback / Exam Review: cover slides, field any questions.

Conclusion: "Appreciation circle"

Total CKM Learning Content (eCKM)

The 5-Day CKM Course draws upon a wealth of KM learning content created over the years. To make that legacy knowledge available as background/backup material, each CKM student will receive the **eCKM Program** and the **CKM Resource Book,** which it is based upon. This supplemental learning content is divided into 3 Themes:

Theme I

Module 1.01 – Course Intro
Module 1.02 – Create the Knowledge Imperative
Module 1.03 – Let's Define Knowledge
Module 1.04 – The New Knowledge Paradigm
Module 1.05 – Define KM
Module 1.06 – Knowledge Modes
Module 1.07 – Knowledge Processes
Module 1.08 – Knowledge-intensive Activities
Module 1.09 – KM Principles and Tactics
Module 1.10 – A Proven KM Methodology
Module 1.11 – Understand Knowledge-Age Roles
Module 1.12 – Transformational Change Management
Module 1.13 – Advanced KM Methodology
Module 1.14 – Startup Techniques: Knowledge Cafes
Module 1.15 – Get Started!

Theme II

Module 2.01 – KM Universe Model
Module 2.02 – KM Principles & Keys to Success
Module 2.03 – KM Competencies and
ISO 30401:2018 Standards for KM
Module 2.04 – Essential KM Methodology Components
Module 2.05 – Evaluate Alternative KM Methodologies
Module 2.06 – KMI Methodology – Phases I/II
Module 2.07 – KMI Methodology – Phase III
Module 2.08 – KMI Methodology – Phase IV
Module 2.09 – KMI Methodology – Phase V
Module 2.10 – Understand the KMM

Theme III

Module 3.01 – Transformational Leadership & Strategy
Module 3.02 – Knowledge Assessment / Evaluation
Module 3.03 – Culture and Communications
Module 3.04 – Collaboration and Communities
Module 3.05 – Knowledge Asset Management
Module 3.06 – Intellectual Capital Management
Module 3.07 – Organizational Learning
Module 3.08 – Knowledge-Embedded Business Ops
Module 3.09 – Knowledge Technologies
Module 3.10 – Knowledge Architecture

Topics

Theme III Modules break down into these Topics:

3.01.1 – Develop Vision & Mission Statements
3.01.2 – Develop KM Strategy
3.01.3 – Lead Change
3.01.4 – Create Urgency to Act Now
3.01.5 – Get Buy-In to Act Now: Implement KM
3.01.6 – Accelerate Knowledge-Age Change
3.01.7 – Enterprise Innovation

3.02.1 – Knowledge Audits
3.02.2 – Knowledge Mapping
3.02.3 – Evidence-Based Analytics
3.02.4 – Advanced KM Metrics
3.02.5 – KM Benchmarking
3.02.6 – Justify your ROI

3.03.1 – Adv Change Management Concepts
3.03.2 – Create Personal KMers
3.03.3 – Storytelling & Presentations
3.03.4 – Appreciative Inquiry

3.04.1 – Expert/Expertise Locators
3.04.2 – Communities of Practice (CoPs)
3.04.3 – Social Network Analysis

3.05.1 – Taxonomies (Business)
3.05.2 – Intellectual Property
3.05.3 – KM Sciences

3.06.1 – Intellectual Capital Model
3.06.2 – Knowledge Capture for Action
3.06.3 – Knowledge Transfer/Retention

3.07.1 – Adult Learning Theory
3.07.2 – Rethink Learning
3.07.3 – Performance Support

3.08.1 – Systems Thinking, Complex Adaptive Systems, Work-place Environment and Methods
3.08.2 – Lessons Learned Management Process (LLMP)
3.08.3 – Best Practices Management Process (BPMP)
3.08.4 – Evidence-based Analytics
3.08.5 – 'Connect & Collect'

Convince Your Leadership

Why should your top management consider 'certifying' your staff with KMI?

KMI is the most trusted source in KM Certification for top-level management worldwide for:

❖ **Industry Best Practices...**
   The CKM program teaches the best-known practices delivered by top organizations. Your staff will gain not just an 'academic' understanding, but will put these practices to work in our interactive, workshop format.

❖ **Proven Methods...**
   The methods we teach are the methods the most successful KM Teams practice and utilize. Popular techniques such as the **"Knowledge Cafe"** or **"Knowledge Transfer"** - are only taught in the KMI Certification program. These methods are being deployed worldwide, and the teams our students represent are the direct beneficiaries.

❖ **Diversity and New Perspectives...**
   Public classes average 20 students per class, adding different perspectives representing public and private sectors, international organizations, and a full spectrum of experience - from newcomers to seasoned pros; an intangible benefit that can't be scripted.

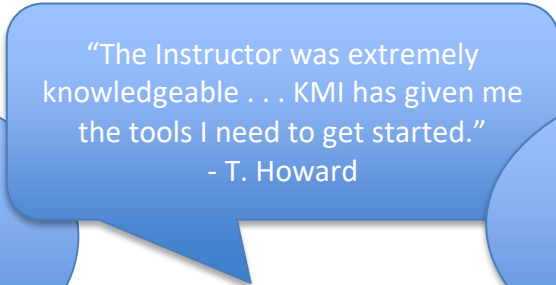❖ **The very best best "Bang for your Buck" Value...**
   The standard 'teach and test' approach is not enough for someone to truly master content. For this reason, your training does not end on the final day of class, rather it's just the beginning of KMI's commitment to your continuous learning. With our industry-exclusive **"Knowledge Hub"** students can continue to learn from instructional videos on a variety of KM topics, delivered by Adjunct Faculty and Subject Matter Experts. And, all students gain access to the entire CKM program online, via the **eCKM**. This means your team will always be able to reach back and review critical modules months after class, to truly master the content and keep it fresh.

In short, you need the confidence to know your team will come back from their training ready to roll up their sleeves and get to work. And, the fact that they are utilizing best practices and new knowledge/skills, successfully used by some of the most powerful organizations in the world, makes this the right choice for any organization.
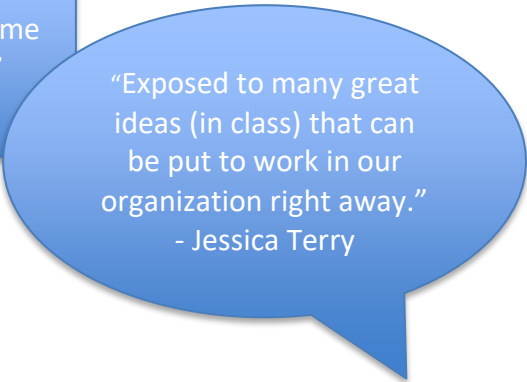
What the students are saying …

"We covered quite a bit of ground . . . and I'm hungry to start implementing . . . in our organization."
- Cindy T.

"The Instructor was extremely knowledgeable . . . KMI has given me the tools I need to get started."
- T. Howard

"Exposed to many great ideas (in class) that can be put to work in our organization right away."
- Jessica Terry

Knowledge Hub – Continued Learning

KMI's proprietary "Knowledge Hub" is included as part of your lifelong KM learning experience, at no additional charge to the CKM student/grad. The KHub is your "go-to" location for: new videos by Subject Matter Experts, KM Showcase event footage, and additional course background material. eCKM content, categorized by Competency Area Areas, also resides in the Knowledge Hub. As new material is available, we add it to the Hub and send regular announcements updating our grads.

Use the Knowledge Hub to peruse new and emerging KM topics, future enhancements to the CKM program and for opportunities to connect with your fellow CKM grads.

Knowledge Hub

Self paced

5% Resume ▶

17 modules

- Continuous Learning
- Video Presentations
- News and Events
- Connect with KM Experts!

Leadership Rethink Solutions Innovation Culture Collaborate

Content Evaluation Architecture Retention Best Practices Research

Program Fees

The tuition rate per student varies by location, and whether the course is public or private. Please check the registration website for details or contact your KMI rep (see contact info below).

Discounts are available depending on your status, including: government, military, non-profit, NGO, and longtime KMI customer, Booz Allen & Hamilton. Group discounts available for two or more individuals from the same organization.

About the KM Institute

KM Institute is dedicated to researching, defining, publishing and sharing KM knowledge in a variety of formats truly suited to learner needs. KMI Programs provide what expert KM practitioners need to know to carry out successful enterprise KM; and what all KM Professionals need to know for greater career success in the Knowledge Age.

We believe these are the **unmet learning needs of global KM practitioners who aspire to be KM specialists and leaders -** from the enterprise, to individuals seeking performance improvement via "Personal KM."

With a worldwide coalition of top-flight educators, trainers, and subject matter experts, a community of expert practitioners, and proven KM solution providers - KM Institute continues to build upon an already proven world-class knowledge management learning program.

Contact KM Institute today!