

# Certified Knowledge Specialist in Organization Development

## OVERVIEW AND AGENDA

Includes the “KM Foundation” Online Program (for New Students)  
+ 3-day “Master Class” in Organization Development

### INTRODUCTION

As organizations strive to improve their ability to work at the speed of change, they need more people who have the knowledge and abilities to land change initiatives with people. That's why developing an Organization Development (OD) mindset, skillset and toolset is fast becoming an essential capability for leaders, managers and professionals everywhere.

### WHO SHOULD ATTEND?

This program is for anyone who needs to make change happen – especially Knowledge Managers.

- I need to make change happen as part of my day job [For managers and professionals]
- I work in a related area and want to use OD in my practice [For coaches, L&D, KM, HR, business improvement]
- I’m new to Organization Development and want to learn more
- I’m gaining OD experience and I want to develop my practice
- I’m ‘stuck in a rut’ and I want to extend and re-energize my OD practice

### BENEFITS FOR YOU

- Demystify OD and discover how you can use it
- Recognize your strengths or get out of a rut
- Take a valuable step forward in your OD practice
- Expand your OD range to address tough challenges

### BENEFITS FOR YOUR ORGANIZATION

- Land change with people
- Use Dynamic Patterning to get unstuck
- Help your org become change-ready
- Address tough challenges



## HOW TO COMPLETE YOUR CKS CERTIFICATION



❖ **STEP 1: Register for a Master Class in Organization Development**

*Choose a virtual class convenient to you – see our “Calendar” listing at [kminstitute.org](http://kminstitute.org).*

❖ **STEP 2: Start “KM Foundation” Online Program for New Students (Past Grads can bypass)**

*Approximately 7 hours of self-paced e-learning.*

❖ **STEP 3: Attend the Organization Development Master Class (3 days)**

*The virtual class includes expert instructor lecture, classroom discussion, and interactive group exercises designed to engage participants in real-life scenarios and applications to your personal and organizational challenges.*

❖ **STEP 4: Exam / Certification**

*The CKS exam is the final step in obtaining your CKS credential. It tests your ability to apply best practices using your understanding of the concepts presented and discussed. As soon as the workshop concludes, each participant will gain access to the post-class certification exam via the online LMS. The exam is timed, one-hour. If you don’t pass the first time, you will be able to retake the exam until a passing score 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 CKS exam, requiring a final score of 70% or above, you will:**

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



# CKS – Organization Development; 2-Part Process

## PART 1: THE “KM FOUNDATION” ONLINE PROGRAM

Recommendation: finish “KM Foundation” and exam prior to the OD Master Class, but can be taken anytime.

- 1.01 Introduction to Knowledge-Age Learning
- 1.02 Create the Knowledge-Age Imperative
- 1.03 Let’s Define Knowledge (and its Attributes)
- 1.04 Understand Basic KM Fundamentals - New Knowledge Paradigm
- 1.05 Define Knowledge Management (for Diverse Audiences)
- 1.06 Understand Basic KM Fundamentals – Knowledge Modes (Tacit vs. Explicit)
- 1.07 Understand Basic KM Fundamentals – Knowledge Processes (Knowledge-Age Lens)
- 1.08 Continuously Improve Knowledge-Intensive Activities
- 1.09 KM Principles – Important Truths (e.g., Choice)
- 1.10 Proven KM Methodology (Overview) – KM Bulls & Squirrels
- 1.11 Understand Knowledge-Age Roles – Define a Knowledge Worker
- 1.12 Transformational Change Management – Essential Leadership Concepts
- 1.13 Understand Advanced KM Methodology and KM Transformation Solution™
- 1.14 Learn Use of KM Startup Techniques – Interactive Knowledge Cafés

## PART 2: ORGANIZATION DEVELOPMENT MASTER CLASS AGENDA (Live, 3 days)

### Day 1 Overview

- **You as an OD Practitioner:** Understanding what you bring; introducing diagnostic, dialogic and dynamic OD approach.
- **Dynamic OD:** Exploring dynamic patterning within groups and systems.
- **Dialogic OD:** A practical exploration of dialogic OD practices; conversational leadership.

### Day 2 Overview

- **Diagnostic OD:** Exploring diagnostic OD approaches; the consulting life cycle; getting ready to do OD.
- **Finding your edge:** Preparing and setting up for success; agreeing learning goals.
- **Working with clients:** Practicing diagnostic, dialogic and dynamic OD with real clients.

### Day 3 Overview

- **Working with clients:** Practicing diagnostic, dialogic and dynamic OD with real clients.
- **Advancing your practice:** Learning from doing; next steps for you OD with real clients.
- **‘Self’ as an instrument:** Bringing it all together.
- **Knowledgeable OD:** Redefining our field of practice.

Table 1: A combination framework of different OD approaches (“3Ds Chart”)

	Diagnostic OD	Dialogic OD	Dynamic OD
Learn from ...	... data	... conversation	... action
Examples of tools and approaches	<ul style="list-style-type: none"> <li>• Employee surveys</li> <li>• Interviews and focus groups</li> <li>• Psychometrics</li> <li>• Action research</li> </ul>	<ul style="list-style-type: none"> <li>• Appreciative Inquiry</li> <li>• LGIs e.g. Open Space, World Café</li> <li>• T-Groups</li> <li>• Coaching Programs</li> </ul>	<ul style="list-style-type: none"> <li>• Dynamic Patterning</li> <li>• Social Movements</li> <li>• Viral change</li> <li>• Informal coalitions</li> </ul>
Patterns of ‘stuckness’	Analysis paralysis	All talk, no action	‘Agile-it is’ – all action, no learning

## MEET YOUR INSTRUCTORS: JOHN HOVELL



John Hovell is the Managing Director and co-founder of STRATactical. He is a practitioner, speaker, and author in Organization Development (OD) and Knowledge Management (KM) strategies and their application to current organizational challenges. John believes and practices the blend of OD, KM, and Diversity, Equity, and Inclusion, especially in online and virtual environments.

John is on the team to converge these fields and create an emerging new discipline currently known as Conversational Leadership. Clients of STRATactical International report award-winning improvements in organizational performance, customer satisfaction, and retention, and employee engagement and retention.

## DR. SHARON VARNEY



Dr. Sharon Varney is a leadership and change consultant, author and educator. She works internationally helping her clients to successfully manage their leadership and change challenges within a complex world that is in constant motion.

Sharon operates at a strategic level to create more effective organizations, yet she engages at a very human level, supporting people in managing personal change and transition.

Sharon began her career working in complex organizations with an international reach – manufacturing, utilities, travel, banking, oil and gas. She was Group Head of Learning and Communications for a global engineering and construction company in the energy sector. Previously she was Vice President for International Learning &

Development at a US bank.

Now Sharon works across sectors developing leadership and organizational capability for a complex world that is in constant motion.

---

## PROGRAM FEES

The tuition rate per student is \$1,995. Group discounts are available for two or more individuals from the same organization. Tuition rates may vary depending upon location, as well.

## ARE YOU A PAST GRAD (CKP/CKS/CKM)?

You may by-pass the “KM Foundation” portion of the CKS and take just the Master Class (for OD). Contact KMI for your special pricing and details...



## CONTACT US

Email us at: [training@kminstitute.org](mailto:training@kminstitute.org)

Call us (in the US): +1 703-327-7096

We are standing by to help!