



# Certified Knowledge Manager (CKM) Online/e-Learning Program Overview and Module Outline

## Introduction

The highly acclaimed KM Institute CKM program is now available as a convenient, online program! We call it the “eCKM” – still the same designation: “*Certified Knowledge Manager*,” but delivered in an e-learning format.



## Who Should Take

The KM Institute 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.

eCKM Students range from newcomers to seasoned practitioners, project managers to CKOs, public/private sectors, and just about everyone in-between.



## Learn to...

- **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

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

## Prerequisites

*You do not need a background in KM or IT to start the KM Institute CKM Program.*

Theme One (of the 4-Themed program) contains introductory modules designed to build your foundation prior to studying the more advanced concepts. Therefore, anyone can start - regardless of background and experience.

## Delivery Format



**DVD** – all eCKM students receive DVD copies of the eCKM Program. DVDs do not expire and can be used repeatedly.

## Knowledge Hub – Continued Learning

Gain access to the new "Knowledge Hub" – your "Go to" location for:

**Continuous Learning** – “Enrichment Videos” - presentations delivered by leading KM Experts and KMI Faculty.



Plus **New Content** – leverage new enhancements to the Certification program.

And soon - new tools such as the **KMM** (Maturity

Model) Assessment, and more.

### Home

#### Welcome to your Knowledge Hub!

KMI is pleased to bring you, our valued student, a continuous learning portal, designed to keep you informed, connected, and educated by leading experts.

#### What should you check out?

How about new Instructional Videos?



Check out the latest in our "Enrichment Videos" tab. All students will be notified when a new video is posted. Includes new guest speaker presentations – exclusive content for our students!

#### Your Knowledge Hub

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

## 4-Themed Approach to Certification

Why your organization needs KM. This course provides all the tools and techniques required to gain a solid mastery of the fundamentals, to plan and execute successful KM initiatives



### Theme I

“Implement Grassroots KM and Get Started”- Plus intro to KM Bulls/Squirrels™



### Theme II

KM Institute Methodology to Perform KM, and Knowledge Maturity Model (KMM)



### Theme III

Perform KM by tracking through the Methodology



### Theme IV

Enter Life-Long Learning Program, where special KM Hot Topics are surveyed

## Module Outline Themes I-IV

### Theme I: Implement Grassroots KM and Get Started

**Module 1.01** – Intro to the Knowledge (K) Age

**Module 1.02** – The Knowledge Age Imperative

**Module 1.03** – KM Principles & Tactics

**Module 1.04** – Proven KM Methodology – KM Bulls and Squirrels™

**Module 1.05** – Define Knowledge

**Module 1.06** – Define Knowledge Management (KM)

**Module 1.07** – Knowledge Modes

**Module 1.08** – Knowledge Processes

**Module 1.09** – The New Knowledge Paradigm

**Module 1.10** – KM and Knowledge-Age Roles

**Module 1.11** – Essential Change Management Concepts

**Module 1.12** – Create the KMI Methodology to Perform KM

**Module 1.13** – KM Startup Techniques – Interactive Knowledge Cafes

**Module 1.14** – Get Started!

**Module 1.15** – Theme I Assessment Module

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## Theme II: Study the KMI Methodology to Perform KM and Knowledge Maturity Model (KMM)

**Module 2.01** – KM Universe Model™. Introduction to KM Models and metaphors, especially how to use models to diagnose and prescribe KM actions.

**Module 2.02** – Review Additional KM Principles (self study). Evaluate published ‘Keys to Success’

**Module 2.03** – The Global Unified KM Framework™ KM Education Forum – Renewed attempt/establish credible KM Standards for KM Body of Knowledge (KMBOK™)

**Module 2.04** – Reflect on Key KM Methodology Components

**Module 2.05** – Evaluate Alternative KM Methodologies

**Module 2.06** – KM Methodology Phases I and II (Create K Imperative/Plan & Implement Transformational Change)

**Module 2.07** – KM Methodology Phase III (Design/Justify KM Initiative)

**Module 2.08** – KM Methodology Phase IV (Implement KM Initiative)

**Module 2.09** – KM Methodology Phase V (Operate and Maintain – Continuously Improve)

**Module 2.10** – Understand the Knowledge Maturity Model (KMM™)

**Module 2.11** – Theme II Assessment Module

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## Theme III: Perform KM

As with Theme II, this Theme has numerous self-study modules and supporting enrichment materials.

**Module 3.01** – Understand KM Benchmarking

**Module 3.02** – Perform a Knowledge Audit

**Module 3.03** – Create a Knowledge Map

**Module 3.04** – Develop KM Vision & Performance Targets

**Module 3.05** – Create KM Change Management Plan

**Module 3.06** – Develop KM Strategy: KM Bulls™

**Module 3.07** – Link Plans-Get Buy-In

**Module 3.08** – Personal KM

**Module 3.09** – Justify KM Initiative

**Module 3.10** – KM Bull: Connect & Collect/Performance Support

**Module 3.11** – Theme III Assessment Module

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## Theme IV – Study Special KM Skills and Topics

Module 4.01 – Understand KM Metrics

Module 4.02 – KM Techniques - Leverage Storytelling & Appreciative Inquiry

Module 4.03 – KM Techniques - Understand Use of Social Network Analysis

Module 4.04 – Understand Emerging KM Technologies – Featuring Social Media and KM

Module 4.05 – Innovate – Sustaining and Disruptive Technologies

Module 4.06 – Enrich Communities of Practice

Module 4.07 – Expert Flight/Learning Agents

Module 4.08 – Theme IV Assessment Module

## Contact us!

### Individual Student Enrollment

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### Group Training, Private Classes, Site Licenses

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