Certified Knowledge Manager (CKM)
Blended, 5-day Workshop/e-Learning Program
Overview and Module Outline

Introduction

The highly acclaimed KM Institute CKM program is KM Institute's flagship course, delivered in up to 15 countries yearly, with many thousands Certified since 2001. Delivered by internationally acclaimed speaker/instructor Douglas Weidner and expert faculty.

Who Should Attend

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.

CKM Graduates range from newcomers to seasoned practitioners, content managers, project managers, IT as well HR professionals, 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.

All CKM students gain access to the new "KM101" online program as optional pre-class study: instructor video, animation and interactivity - the latest in e-learning.

Completing the pre-class e-prep ensures you and your classmates arrive with a level-set understanding of the concepts and terms, regardless of background and experience. It also allows us additional time in class for practical exercises and "hands-on KM."

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 content and enhancements to the Certification program.

Online/Interactive Learning for all Students

In addition to the live class experience, all students gain access to the full course online, via the eCKM (DVDs or LMS). Revisit critical modules months or even years after class; view instructor video and test your memory with our interactive checkpoints and quizzes. No other KM Training provider offers this much value, convenience or flexibility.
Three Phases of Certification

Pre-class online learning -- Live Workshop -- Post-class continued learning/networking

Before, during, or after, the KM Institute has you covered with the industry's best overall learning experience. Plus, join a global Community of Grads for great networking/sharing.

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
“KM Essentials” - a guide to practical KM and the role of KM Leader

Theme II
KM Institute Methodology to Perform KM, intro to Bulls/Squirrels™

Theme III
Track through the Methodology, learn how to Perform KM

Theme IV
Enter Life-Long Learning Program, where special KM Hot Topics are surveyed
Module Outline
Themes I-IV

Theme I: KM401 - Implement Grassroots KM

Module 1.01 – Intro to the Knowledge (K) Age
Module 1.02 – Post-industrial Knowledge Age Imperative
Module 1.03 – Let’s Define Knowledge (and It’s Attributes)
Module 1.04 – Understand Basic KM Fundamentals - New K Paradigm
Module 1.05 – Define KM
Module 1.06 – Understand Basic KM Fundamentals – K Modes (Tacit vs. Explicit)
Module 1.07 – Understand Basic KM Fundamentals – K Processes
Module 1.08 – K-Intensive Activities – Focus on four hi-level activities to seek K-Age improvements
Module 1.09 – KM Principles
Module 1.10 – Proven KM Methodology (Overview) – KM Bulls & Squirrels
Module 1.11 – Understand K-Age Roles
Module 1.12 – Understand Advanced/Strategic KM Methodology and Knowledge Maturity Model (KMM)
Module 1.13 – Essential Concepts/Manage Change
Module 1.14 – Start-up Techniques/Knowledge Cafes
Module 1.15 – Get Started

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Theme II: KM402 – Study the KM Institute KM Methodology to Perform KM

Unlike Theme I, this Theme has numerous self-study modules.

**Module 2.01** – KM Universe Model™. Introduction to KM Models and metaphors, especially how to use models to diagnose and prescribe KM actions. *This is a self-study module in eCKM.*

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

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

**Module 2.04** – Innovative K Café – Core KM Methodology

**Module 2.05** – Evaluate Alternative KM Methodologies

**Module 2.06** – Study KMBOK™ by Phase (Phase II – Create the K Imperative - Strategy)

**Module 2.07** – Study KMBOK™ by Phase (Phase III – Design/Justify KM Initiative)

**Module 2.08** – Study KMBOK™ by Phase (Phase IV – Implement/Manage Organizational Change)

**Module 2.09** – Study KMBOK™ by Phase (Phase V – Operate and Maintain – Continuously Improve)

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

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Theme III: KM403 – Perform KM Methodology

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

**Module 3.01** – Benchmark Proposed KM Solutions (A115) – Acquire K from other sources

**Module 3.02** – Perform Knowledge Audit (A22) – Traditional approach to understanding the present state (“As-Is”)

**Module 3.04** – Develop KM Vision, Values Statement and Performance Targets (A23) – Strategic Planning Activities

**Module 3.05** – Develop KM Strategy (A24) – Decide which KM Bulls to Design/Justify

**Module 3.06** – KM Bull #1: Best Practices Management Process (BPMP)

**Module 3.07** – KM Bull #2: Content Management (Repositories)

**Module 3.08** – KM Bull #3: Lessons Learned Management Process

**Module 3.09** – KM Bull #4: Expert Locator

**Module 3.10** – KM Bull #5: “Connect & Collect”

**Module 3.11** – KM Bull #6: Enrich Communities of Practice (CoPs)


**Module 3.14** – KM Bull #9: Personal KM – Improve personal skills & competencies/engage KWers in the K Age


**Module 3.16** – Link Plans, Get Buy-In

**Module 3.17** – Design/Justify “To-Be”

**Module 3.18** – Implement, Continuously Improve

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Theme IV – Study Special KM Skills and Topics

Module 4.01 – Create KM Change Management Plan
Module 4.02 – Select Appropriate KM Metrics
Module 4.03 – Leverage Storytelling & Appreciative Inquiry in Change Plan
Module 4.04 – Understand Use of Social Network Analysis
Module 4.05 – Understand Emerging KM Technologies
Module 4.06 – Understand KM Sciences
Module 4.07 – Understand Implications of Intellectual Property (Patents, TM, ©)
Module 4.08 – Cert Program Wrap Up/Review
Module 4.09 – Conclusion/Assessment

Contact us!

Individual Student Enrollment
Contact: Marie Jeffery
Director, Customer Experience
PH: 757-595-5658
Email: marie.jeffery@kminstitute.org

For all the latest classes/events, visit our Calendar: www.kminstitute.org/schedule-eventsclasses

Group Training, Private Classes, Custom Training
Contact: Eric Weidner
VP of Business Development
PH: 703-327-7096
Email: eric.weidner@kminstitute.org