



## Who Should Attend a CKS Program?

The Certified Knowledge Specialist is designed to meet the needs of:

- **New KMI students** looking for a solid foundation in KM principles plus a "deep dive" into a special topic.
- **Past KMI Grads** holding either the CKM or other CKS designation, who would like to explore a special topic.
- **Anyone** interested in boosting their resume by learning a new skill in the fast-growing KM space.

# Certified Knowledge Specialist (CKS) Catalogue

## Take a "Deep-Dive" in a Specific KM topic!



KMI has led the way in KM Certification for over 20 years with the **#1 Certification worldwide: the Certified Knowledge Manager (CKM) Program.**

In recent years, we developed a new curriculum designed for "deeper dives" in specific KM topics, and the **Certified Knowledge Specialist (CKS)** series of courses grew from there. Students who wish to go more in-depth in a specific KM topic, can do so with the new CKS curriculum.



Each CKS program combines the core of the acclaimed CKM: the **"KM Foundation"** online program (10 hours of content), plus a **Master Class in a special topic** of your choice (the "deep dive"). This combination ensures that the "essentials" are taught and understood first, before learning to apply the more advanced techniques explored in one of our Master Classes.

**Customer-Driven:** These are not just the topics our instructors believe are critical for KM professionals to know - they fulfill the customer-driven needs of our students, who have expressed a desire to go deeper in such topics as: Taxonomy, Knowledge Transfer, Information Architecture, and many more.



 **Certification in a Special KM Topic**

*Anyone can start a CKS Program regardless of background or experience. The introductory e-modules in the "KM Foundation" program are designed for a robust introduction to KM.*

## Available Course Topics...

### CKS: Business Taxonomy & Ontology



Learn solutions for building your own taxonomy and improving 'findability' in the workplace. Newly updated and recommended for all content management personnel.

**Format:** 2-day Live Class. *Self-paced Taxonomy e-learning program available as an optional add-on.*

**Instructors:** Lulit Tesfaye, Tatiana Cakici, Logan Cort, Sara Duane, and Leland Lanquist; with KMI partner Enterprise Knowledge.

### CKS: Change Management



The most comprehensive online change management course available today, this course teaches the skills, tips, techniques, and tools you need to be successful in your change management effort.

**Format:** Self-paced E-learning (20 hours). Available as a live class.  
**Instructor:** Robert Bogue, a leading expert in Change Management.

### CKS: Conversational Leadership



Now you can earn Certification in the fast-growing and evolving art of conversation to improve communication in the workplace as well as our everyday lives. Based on the highly praised workshop (by the same name) delivered annually for years.

**Format:** 5-day Live Class.

**Instructors:** David Gurteen, Donita Volkwijn, John Hovell, and Saule Menane; acclaimed instructor team for the CL "workshop" delivered annually for years.

### CKS: Creative KM



One of our newer courses based on the popular "Radical KM" Methodology. Learn to master the creative side of KM using 'out of the box' concepts anyone can use.

**Format:** Live Class; 4 half-days.

**Instructor:** Stephanie Barnes; leading author, instructor, consultant, and coach.

### CKS: Information Architecture



Learn IA and Enterprise Content Management strategy and best practices to build your own IA initiative.

**Format:** Self-paced/E-learning. Also available as a private class.

**Instructor:** Dr. Anthony Rhem; author and a leading consultant in Information Architecture and AI.

### CKS: Innovation Management



Learn Innovation techniques and KM strategies for increased organizational innovation and learning.

**Format:** 2-Day Live Class.

**Instructor:** Dr. John Lewis; Chief Knowledge Officer, Speaker, Author: Story Thinking.

## CKS: KM and User Engagement



One of our newest courses: learn the latest Agile and Design Thinking methods with KM best practices to give you the tools to effectively engage your users for KM initiatives.

**Format:** 2-Day Live Class.

**Instructors:** Logan Cort, Nina Spoelker, and Taylor Paschal, with KMI partner Enterprise Knowledge.

## CKS: Knowledge Capture



Learn the proven "Knowledge Jam" method popularized by the book "Sharing Hidden Know-How," authored by KMI Instructor, Kate Pugh.

**Format:** Self-paced E-learning. Also available as a private class.

**Instructor:** Kate Pugh, author, speaker and consultant.

## CKS: Knowledge Transfer



Learn the proven Knowledge Transfer Process, plus other important Knowledge Retention techniques, team facilitation and leadership.

**Format:** 2-Day Live Class

**Instructor:** John Hovell, award-winning instructor for KMI and Managing Partner with STRATactical International.

## CKS: Organization Development



As organizations strive to improve their ability to work at the speed of change, they need more people who have the skills 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.

**Format:** 3-Day Live Class

**Instructors:** Dr. Sharon Varney, a leading expert in OD, and award-winning instructor John Hovell, leading consultant in KM.

## CKS: Social KM



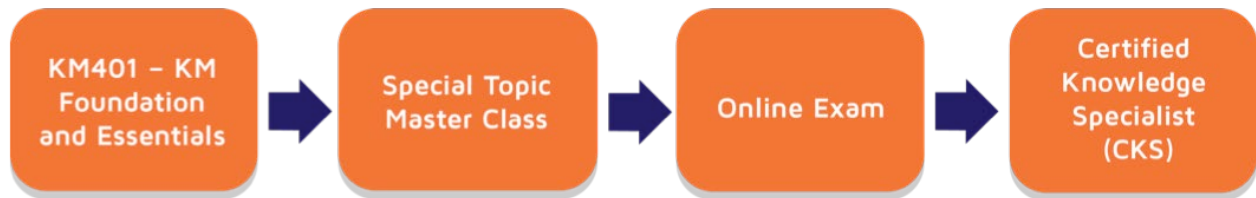
### (Collaboration and Community Management)

Learn how Social Business and KM methods can merge to foster healthy and sustainable Communities within your organization.

**Format:** Self-paced E-learning.

**Instructor:** Rooven Pakkiri, KMI Instructor for the CKM in Europe, and a leading consultant in KM.

## How to Earn your Certification



- **Complete Part 1 - KM401 - Foundation and Essentials Program\*** (10 hours online). **KM401** is the core of the acclaimed Certified Knowledge Manager (CKM), and the foundation for all KMI Certification students.
- **Attend the Two-day Specialty Class -OR- the E-learning Version-** an immersive experience in the topic of your choice - also known as the "Master Class."
- **Complete the two-part Online Post-Class Exam** - done entirely online, so you donot have to travel to a testing site. There are no additional fees, and your Certificate is ready to print immediately after you pass. A score of 70% on each part is necessary to pass, and you may retake each test as many times as necessary to pass. Testing is part of your Certification package and there are no additional fees.

*\*Already a CKM or CKS grad from the KM Institute? Just enroll in the Master Class and take the Exam to earn your CKS designation.*

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### PART 1: The KM401 “KM FOUNDATION” ONLINE PROGRAM

*\* New' Students Only!*

*Ideally studied prior to the CKS 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

## Further Enrichment: The KMI Knowledge Hub



Your KM learning doesn't stop when you achieve Certification. As an added bonus, all Certification students receive a free membership in the KMI Knowledge Hub, designates your "go to" location for:

- **Continuous Learning** – via "Hot Topics" Training Videos - presentations by subject matter experts on specialty areas relevant to KM practitioners
- **New Content** – leverage new content and enhancements to your program
- **Future Course enhancements** - our Hub members will be the first to know when new/premium offerings are available

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## Group or Private class?



**Let us come to you!** With a minimum class size of 10 students, KMI can deliver a private CKS class either online (virtually) or at your location or nearby hotel.

Benefits:

- We come to you, or, let us host a virtual class
- The Team learns together
- Tailored approach; Focusing on your team's hot-button issues
- Low cost per student

Please contact KMI for special rates/availability. Please allow at least 30 days to coordinate and schedule.



## Contact Us!

### Individual Student Enrollment

Contact: Lorie O'Neill  
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Visit our Calendar:  
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### Private Classes, Custom Training

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