

Certified Knowledge Specialist in Knowledge Transfer

OVERVIEW AND AGENDA

Includes “KM Foundation” Online Program + 2-day “Master Class” in Knowledge Transfer

INTRODUCTION

Organizations are faced with a difficult dilemma: is it wiser to wait for retirements and loss of workforce knowledge, and see how it plays out, or, is it better to take immediate action and strengthen teams in the process?

The **Knowledge Transfer Process** ensures that unique and critical knowledge/capability is not lost during retirements or other workforce related changes (e.g. promotions, mergers and acquisitions, divestitures, job rotations, attrition, etc.). The four-step process is award-winning and externally validated. And, it comes with a financial calculation for Return-On-Investment for organizations seeking that important metric.

WHO SHOULD ATTEND?

Any organization who needs to prepare for upcoming loss of unique and critical knowledge/capability, and the managers or team workers who are tasked for this effort, are prime candidates for this training. Often, these individuals are Knowledge or Content Managers, but can also be Human Resources leaders, managers, or business partners. Line managers, program/project managers, and functional leads will also find value and immediate impact in this course.



LEARNING OBJECTIVES

- Learn the 4-step Knowledge Transfer Process
- Practice the 4-step Knowledge Transfer Process
- Align the Process to your current situation
- Improve your individual facilitation skills and capability

You will not only learn the process, but also compare the process to many other related processes for a deeper understanding of its value. You will also apply the process to your current situation and needs. We utilize an interactive approach to practice the process within the classroom in real time with your peers. Finally, you will also receive helpful and impactful feedback from your peers and instructor with regard to your personal facilitation skills.

HOW TO COMPLETE YOUR CKS CERTIFICATION



❖ **STEP 1: Register for a Master Class in Knowledge Transfer**

Choose a virtual class convenient to you – see our “Calendar” listing at kminstitute.org.

❖ **STEP 2: Start “KM Foundation” Online Program**

Approximately 10 hours of self-paced study for review.

❖ **STEP 3: Attend the Knowledge Transfer Master Class (2 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 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 CKS exam, requiring a final grade 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 – Knowledge Transfer; 2-Part Process

PART 1: THE “KM FOUNDATION” ONLINE PROGRAM

Ideally studied prior to the Knowledge Transfer 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: THE KNOWLEDGE TRANSFER MASTER CLASS (Live, 2 days)

Day 1:

- Introductions and Individualized Expectations
- Knowledge Management Context Setting
- Study and Discuss: 12 Detailed Approaches to Knowledge Transfer and Retention
 - Knowledge Management Facilitation Techniques
 - After Action Review (AAR)
 - Appreciative Inquiry (AI)
 - KM Action Planning (KMAP)
 - “Knowledge Jam” (review of the Knowledge Jam Process)
 - Knowledge Transfer (KT)
 - Observation, Practice, Partnering and Taking Responsibility (OPPTY)
 - Open Space Technology (OST)
 - Rapid Solution Design (RSD)
 - Wikithon
 - Workout
 - World Café
- Experience and Practice Knowledge Transfer in Your Context
- Measurement - Heat Maps for Business Capability, Diversity Risk, and Critical Skills

Day 2:

- Key Learnings from Day 1
- Develop Your KT Plan Template
- Experience and Practice Facilitating Knowledge Transfer
- Team Exercises and Instructor Feedback
- Review of Action Items on How to Get Started (back at work)

Private classes may include “Evaluation”: Assessment of maturity, Knowledge and capability (of tasks).

MEET YOUR INSTRUCTOR: JOHN HOVELL



John Hovell has been practicing knowledge management for nearly 20 years has held KM leadership positions for such leading organizations as BAE Systems, Lockheed Martin, and ManTech.

He holds multiple degrees in Management Science and Information Technology. He earned his Organisation Development certification through National Training Laboratories (NTL) in Oxford, United Kingdom in 2016. He earned his Project Management Professional certification in 2008. John has also published several chapters in books, as well as magazines and other publications. John Hovell, once named "Top Young Trainer of the Year," is proud to offer an interactive approach based on individual readiness and needs.

"We covered quite a bit of ground . . . and I'm hungry to start implementing this 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

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 Knowledge Transfer). Contact KMI for your special pricing and details...

CONTACT US



Email us at: training@kminstitute.org

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

We are standing by to help!