

Certified Knowledge Specialist – Knowledge Transfer Overview and Agenda

Includes “KM Foundation” Online Program + 3-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.

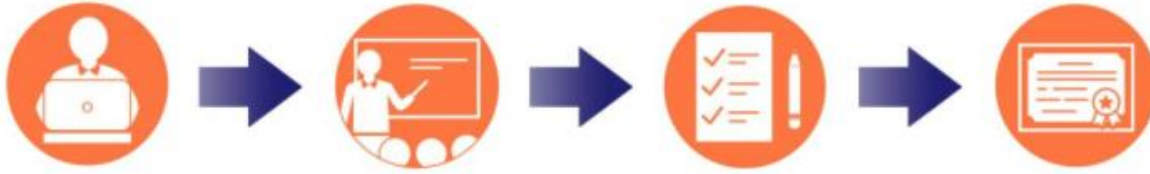


LEARNING OBJECTIVES

- 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 workshop at your desired location and dates – see our “Events” 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 (3 days)**

The face-to-face workshop 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 in class and via your online learning modules. 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.



**The exam may be taken immediately after class, or you may spend extra time in study and review as needed.*

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, 3 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
- Heat Maps for Business Capability, Diversity Risk, and Critical Skills

Day 2:

- Key Learnings from Day 1
- Develop Your KT Plan Template

Day 3:

- Experience and Practice Facilitating Knowledge Transfer
- Team Exercises and Instructor Feedback
- Review of Action Items on How to Get Started (back at work)

MEET YOUR INSTRUCTOR: JOHN HOVELL



John Hovell earned his Certified Knowledge Manager certification in 2007. He had been practicing knowledge management for nearly 10 years prior to earning the certification. He 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 \$2,495 Standard / \$2,195 Early Bird. 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

Individual Student Enrollment

Contact: Marie Jeffery
Director, Customer Experience
PH: (US) 866-360-4564
Email: marie.jeffery@kminstitute.org

Group Training, Private Classes

Contact: Eric Weidner
VP of Business Development
PH: 703-327-7096
Email: eric.weidner@kminstitute.org

ABOUT THE KM INSTITUTE

KM Institute is dedicated to researching, defining, publishing and sharing KM knowledge in a variety of formats truly suited to learner needs. KMI Programs provide what expert KM practitioners need to know to carry out successful enterprise KM; and what all KM Professionals need to know for greater career success in the Knowledge Age.

We believe these are the **unmet learning needs of global KM practitioners who aspire to be KM specialists and leaders** - from the enterprise, to individuals seeking performance improvement via "Personal KM."

With a worldwide coalition of top-flight educators, trainers, and subject matter experts, a community of expert practitioners, and proven KM solution providers - KM Institute continues to build upon an already proven world-class knowledge management learning program.

c/o **KM Mentor, LLC**

3554 Founders Club Drive, Sarasota, FL 34240

Phone: (US) 1-866-360-**IKMI** (4564)

From Outside US: 1-540-993-4141