



KM101 – Knowledge Age Essentials

Overview and Module Outline

Delivery: Self-paced E-learning (7 hours); also available as a live (virtual) class for private engagements.

Introduction

Summarizes Knowledge Management (KM) fundamentals. Covers: strategic rationale and operational tactics to introduce and fulfill KM's mission; introduction to a proven methodology that can be started by you at the grass roots, including "No-Budget KM."

Who Should Attend

Anyone interested in learning more about KM, why it is vital – and how to do it right.

Ideal Audience: the "Knowledge Workers," especially those who have potential to be entry-level Knowledge Coordinators in a startup or emerging KM Dept; those who need a robust introduction; more than a "what is" but a deeper dive into the rationale, culture change, and the need for better knowledge sharing across the enterprise.

What you will Learn...

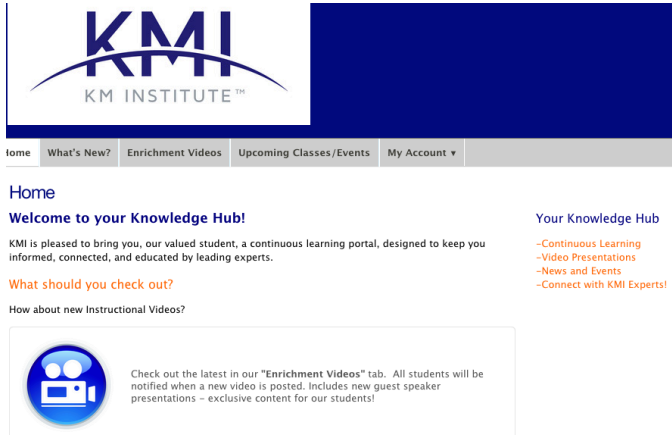
What your organization should have uncovered before it started KM the first time; the essence of KM as taught to certified "KMers," and how to get on the road to success; key principles in the U.S. government funded KM Methodology, including change management; and, available resources to expand your own KM Body of Knowledge (KMBOK™). You will be prepared to lead grass roots KM initiatives in your business unit.

Prerequisites

You do not need a background in KM or IT to start the KM101 program. KM101 is an introductory course designed to build the foundation. FYI: all KMI Certification students take modules from KM101 as their "intro" course, prior to starting their Certification training.

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 KM101 Online – the e-learning version of the live class; instructor video, animation and interactive checkpoints.

Revisit critical modules months or even years after class; test your memory or facilitate a learning session. No other KM Training provider offers this much value, convenience or flexibility.

KM101 Module Outline 1-Day Live Class / 7 hours Online

Module 1.01 – Intro to the Knowledge (K) Age

This module introduces the Knowledge Age, the strategic rationale (it’s justified), KM Principles and fundamentals (it works), a proven methodology, and life-long access to selected Hot Topics, to be able to “**reach back**” and keep up on the latest KM trends.

Module 1.02 – Post-industrial Knowledge Age Imperative

We explore what we mean by this and why it’s important to know – implications for the individual, team, and enterprise.

Module 1.03 – Let’s Define Knowledge (and It’s Attributes)

Why manage knowledge now? It’s justified. This module samples six K-intensive activities to prove that focusing on them can yield substantial organizational improvement.

Module 1.04 – Understand Basic KM Fundamentals - New K Paradigm

Contrasts most popular/practical definitions of K in our modern era. Four themes: the definition of K can be very personal based on your own perspectives; the ubiquitous nature of K and how to differentiate K from data and information; how to relate K to action; and, the diverse Knowledge attributes (25) that promote understanding.

Module 1.05 – Define Knowledge Management for Diverse Audiences

KM (and it’s implications) means different things to different people – we address why that is and what it means to you and in your role.

Module 1.06 - Understand Basic KM Fundamentals – K Modes (Tacit vs. Explicit)

This module focuses on a key knowledge attribute: Mode – both tacit and explicit Knowledge. The Nonaka & Takeuchi model (four quadrants) shows the K conversion dynamics for both tacit and explicit K. This tacit/explicit understanding enables you to appreciate the nature and requirements of integrated KM solutions.

Module 1.07 - Understand Basic KM Fundamentals – K Processes (Tacit vs. Explicit)

KM may not be what you expect. Medieval scholars thought all K was known with flow from the more knowing to less. A modern view emphasizes two-way flow between both more and less knowing individuals, with hopeful creation of new K at each collaboration. The Knowledge Life Cycle model gives understanding of the three K processes: acquisition, production/creation and integration/use of K throughout an organization.

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

An overview of the KMI Methodology, and what “Bulls” and “Squirrels” represent, from large to small-scale initiatives (respectively).

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## Delivery

Available also as a private class, delivered on-site. We ask for a minimum of 10 students (preference for 15-20), and one month's notice for scheduling. Private class pricing and group discounting available upon request.

## Contact us!

### Individual Student Enrollment

Contact: Lorie O'Neill  
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### Group Training, Private Classes, Site Licenses

Contact: Eric Weidner  
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