



Certified Knowledge Manager

Online/Self-Paced Format (“eCKM”)

Overview

Introduction

The highly acclaimed KM Institute CKM program is available as a convenient, online program! We call it the “**eCKM**” – still the same designation: “**Certified Knowledge Manager,**” but delivered in an e-learning format.

Who Should Take

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.

eCKM students range from newcomers to seasoned practitioners, project managers to CKOs, 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



All eCKM/CKM Program Grads receive a **Credly Digital Badge**, signifying their accomplishment!



Prerequisites

You do not need a background in KM or IT to start the KM Institute CKM Program.

Theme One (of the 3-Themed program) contains introductory modules designed to build your foundation prior to studying the more advanced concepts.

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!

Delivery Format

LMS Access – Your eCKM course is delivered exclusively on our “Matrix LMS” platform. You gain unlimited access to the course, 24-7, upon registration.

Follow Along Workbook – You will receive a comprehensive 500+ page workbook/binder for note taking and to serve as a desk reference post-class.

Knowledge Hub – Continued Learning



Gain access to KMI’s proprietary **Knowledge Hub**, your go-to location for:

Continuous Learning – “Enrichment Videos” - presentations delivered by leading KM Experts and KMI Faculty.

New Content – leverage new enhancements to the Certification program.

Three-Themed Approach to Certification

Why does your organization need 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

I Theme I is "Get Started - Implement Grassroots KM."

In Theme I, we master the **KM Essentials**, the **core** of KM. This mastery will enable you and your team of KM practitioners to begin to implement KM, at least from a tactical, getting started, grassroots basis.

But, what happens when you begin to show tactical and change management **success**? What happens when executive leadership wants to take it up a notch, to go strategic? You definitely need a **robust KM methodology**.

The KM Institute's *5-Phase Methodology to Perform KM* is introduced in Theme I.



II Theme II starts with The KM Universe Model.

We will wrap our minds around key **KM Methodology** issues, to understand essential components of the Methodology, and even use the highest level of Bloom's Taxonomy **evaluation**, to seriously consider existing, popular KM methodologies.



In Theme II, you will come to understand the richness and value of the KM Methodology, at a high level.

III In Theme III we will walk through the Methodology to learn how to "Perform KM."



Your eCKM Learning Path

eCKM learning content is grouped into 3 Themes, with a number of Module Sections per Theme. Theme III's modules break down further into Topics. The complete listing:

Theme I

- Module 1.01 – Course Intro
- Module 1.02 – Create the Knowledge Imperative
- Module 1.03 – Let's Define Knowledge
- Module 1.04 – The New Knowledge Paradigm
- Module 1.05 – Define KM
- Module 1.06 – Knowledge Modes
- Module 1.07 – Knowledge Processes
- Module 1.08 – Knowledge-intensive Activities
- Module 1.09 – KM Principles and Tactics
- Module 1.10 – A Proven KM Methodology
- Module 1.11 – Understand Knowledge-Age Roles
- Module 1.12 – Transformational Change Management
- Module 1.13 – Advanced KM Methodology
- Module 1.14 – Startup Techniques: Knowledge Cafes
- Module 1.15 – Get Started!
- Module 1.16 – Theme I Assessment Exam

Thème II

- Module 2.01 – KM Universe Model
- Module 2.02 – KM Principles & Keys to Success
- Module 2.03 – KM Competencies and
ISO 30401:2018 Standards for KM
- Module 2.04 – Essential KM Methodology Components
- Module 2.05 – Evaluate Alternative KM Methodologies
- Module 2.06 – KMI Methodology – Phases I/II
- Module 2.07 – KMI Methodology – Phase III
- Module 2.08 – KMI Methodology – Phase IV
- Module 2.09 – KMI Methodology – Phase V
- Module 2.10 – Understand the KMM
- Module 2.11 – Theme II Assessment Exam

Theme III

- Module 3.01 – Transformational Leadership & Strategy
- Module 3.02 – Knowledge Assessment / Evaluation
- Module 3.03 – Culture and Communications
- Module 3.04 – Collaboration and Communities
- Module 3.05 – Knowledge Asset Management
- Module 3.06 – Intellectual Capital Management
- Module 3.07 – Organizational Learning
- Module 3.08 – Knowledge-Embedded Business Ops
- Module 3.09 – Knowledge Technologies
- Module 3.10 – Knowledge Architecture
- Module 3.11 – Theme III Assessment Exam

Topics

Theme III Modules break down into these Topics:

- 3.01.1** – Develop Vision & Mission Statements
- 3.01.2** – Develop KM Strategy
- 3.01.3** – Lead Change
- 3.01.4** – Create Urgency to Act Now
- 3.01.5** – Get Buy-In to Act Now: Implement KM
- 3.01.6** – Accelerate Knowledge-Age Change
- 3.01.7** – Enterprise Innovation

- 3.02.1 – Knowledge Audits**
- 3.02.2 – Knowledge Mapping**
- 3.02.3 – Evidence-Based Analytics**
- 3.02.4 – Advanced KM Metrics**
- 3.02.5 – KM Benchmarking**
- 3.02.6 – Justify your ROI**

- 3.03.1 – Adv Change Management Concepts**
- 3.03.2 – Create Personal KMers**
- 3.03.3 – Storytelling & Presentations**
- 3.03.4 – Appreciative Inquiry**

3.04.1 – Expert/Expertise Locators
3.04.2 – Communities of Practice (CoPs)
3.04.3 – Social Network Analysis

3.05.1 – Taxonomies (Business)
3.05.2 – Intellectual Property
3.05.3 – KM Sciences

- 3.06.1 – Intellectual Capital Model
- 3.06.2 – Knowledge Capture for Action
- 3.06.3 – Knowledge Transfer/Retention

3.07.1 – Adult Learning Theory
3.07.2 – Rethink Learning
3.07.3 – Performance Support

- 3.08.1** – Systems Thinking, Complex Adaptive Systems, Workplace Environment and Methods
- 3.08.2** – Lessons Learned Management Process (LLMP)
- 3.08.3** – Best Practices Management Process (BPMP)
- 3.08.4** – Evidence-based Analytics
- 3.08.5** – ‘Connect & Collect’

3.09/3.10 Topics – Current Videos

Frequently Asked Questions (FAQ)

1) How do I order my copy of the eCKM?

Please use the automated order form found on the KMI website in the “eCKM” section KMI features a Standard rate and Gov/Non-Profit rate.

To request an invoice, email: training@kminstitute.org and include **your name, organization, address, and phone number**. We will promptly reply with your invoice.

Once payment is received, we will be in touch with access to the **course modules via our LMS (Learning Management System)**. You may get started immediately, and your Workbook package will be shipped promptly.

2) Getting Started/Course Duration/Supplemental Content

Is there pre-requisite material to study prior to starting the eCKM Program?

No. The eCKM is designed for everyone – regardless of background and experience in KM – from newcomers to experienced KM Professionals. *The first Theme of the program covers the “essentials” of KM, and is also a standalone course for those interested in a solid introduction.*

How long does the program take to complete?

The eCKM consists of 20 hours of instructor video, plus interactive questions and supplemental readings, totaling about 25-35 hours.

Can I start/finish whenever I wish?

Yes, the program is self-paced, so you may start/finish at your own pace. Most students complete the program within a month (assuming full-time job/commitments). Some will adopt a more relaxed pace and complete the eCKM within 2-3 months. **Our recommendation** is to study at least 5 hours/week to build on the momentum and keep the material fresh.

3) Earning Your Certification

Does the eCKM earn the same Certification as the CKM workshop?

Yes, the eCKM (online) and the CKM (workshop) contain the same core content, and both garner the same designation: *The KM Institute Certified Knowledge Manager (CKM)*.

How do I earn my Certification?

There are three, timed, multiple-choice exams (one per Theme). Once you complete the learning modules in Theme I, you must take the Theme I Assessment Exam Module. This process continues through the following two Themes. A passing grade of 70% or better will grant you access to the next Theme, etc. You must earn a passing score on all three Theme exams to qualify for certification status.

Is there a fee for each exam? What happens once I pass all four exams?

The exam fees are included in the cost of your course enrollment. You may re-take the exams as many as times as necessary to pass at no additional cost. Once you pass all three exams, you will receive instructions to print your certificate. Your name will be added to the **CKM Grad Roster**. We will also invite you to join our **LinkedIn Group** and the **KMI Knowledge Hub**, and keep you posted on CKM Alumni activities.

4) Compare, Instructor Background

What is included in the Program?

The eCKM program includes 20 hours of interactive audio/video lecture with embedded quizzes and activities, delivered on KMI's LMS, plus a 500+ page follow-along printed workbook with space for taking notes. Test links for each of the three Themes appear at the end of each Theme, included at no additional fee. You may take each test as many times as needed to achieve a passing score of 70% or higher. Your Certificate is available to download and print upon successful completion of your Theme III exam.

What is the User experience?

You will experience a split screen with recorded instructor video in the right hand corner, module navigation (Menu) on the left side, and animation in the body of the screen. In many cases, this will be audio-only narration.

The screenshot displays the eCKM Module 1.08 - Knowledge-intensive Activities interface. On the left is a 'MENU' sidebar with a search icon and a list of topics under 'eCKM Theme I Module 8 - Knowledge-intensive...'. The main content area is titled 'Module 8' and features a diagram titled 'Lessons-Learned Management System (L.L.M.S.)' with a 'bp' logo. The diagram shows a flow from 'Before - Knowledge about Projects' to 'During - Knowledge in Projects' to 'After - Knowledge from Projects'. A video of an instructor is visible in the top right corner. Below the diagram, there are bullet points for 'Peer-reviews - Peer assists / "Action Reviews"', 'Retrospective: end of 3-Month period', and 'K Nuggets passed on to the next team tasked w/ similar project?'. The bottom of the screen shows a progress bar and navigation controls.

Is the KMI eCKM the only online KM Certification program that features instructor video and interactivity?

Yes. Most “e-learning” programs provided by other KM training providers consist of little more than large PDF files, with text and some images. KM Institute was the first to pioneer online KM Certification with the eCKM, combining instructor video, animation and interactivity.

Who are the instructors?

Your eCKM instructor/mentor is **Douglas Weidner**, KM Institute Chairman. Since he began teaching our Certification workshops in 2001, Mr. Weidner has gained an international reputation as a respected Speaker/Instructor.

You may view a more detailed [bio](#) on the KMI website.



eCKM program content also benefits from other important voices in KM, via KMI's Instructor Partners and affiliated Subject Matter Experts. Newly curated material appears throughout the course to elevate your learning to reflect what's really happening in the field, particularly in **Theme III - "Perform KM."**

5) Pricing, Payments, Cancellation

What is the cost?

US\$1,995. Government/military/non-profit discounted to US\$1795. Pricing varies depending on your region. If you reside outside North America/Europe/Middle East, please contact KMI for pricing in your region.

Is the price lower in developing countries?

Yes. Depending on your region, the cost of the program may be reduced by up to 25%.

Cancel/Refund Policy?

The eCKM is non-refundable, except in the case of an unresolved troubleshooting issue. For example, if you are somehow unable to run the program on your desktop.

Students may **transfer** the course to another student within ***30 days*** of the purchase. Perhaps the original eCKM student is no longer involved in KM and someone else in the organization could benefit from the course? Please let us know within 30 days of your purchase if you wish to transfer the course to a different employee. We will make the appropriate changes, create the new account at the KMI site, etc. Each eCKM purchase grants you one transferrable credit, as long as the above applies. Since this is a self-paced course (as opposed to a class), "cancellations" do not apply.

6) *Is Tech Support available?*

Yes, you may post a question in the LMS, and one of your KMI representatives will respond promptly. If the issue is not quickly resolved, it will be escalated to the e-Learning Design Team for resolution.

7) *Lifelong Learning/Post-Graduate Success*

What additional resources are available through KMI?

- **KMI Knowledge Hub** – Online resource exclusively for KMI Grads; Videos of KM Presentations given by KMI Partners and leading experts. Resource documents, class posters and more.
- **KMI Certification LinkedIn Group** – exclusively for CKP/CKM Grads.

What about new versions of the eCKM – will I get access?

There may be occasional upgrades/enhancements. These will be added to the course modules in the LMS and you will continue to have access in the future if desired.

May I attend a live CKM workshop after completing the eCKM?

Some eCKM students like to get the “best of both worlds” and experience the live workshop setting as a complement to their online study – a truly *blended* learning experience. KMI enables you to do this at very little cost – one more example that sets KMI apart from all other training vendors.

As an eCKM Student, you may request an “**eCKM Pass**” - extremely discounted rates on any of our worldwide public CKM workshops. Your KM Institute Rep will gladly provide more details.

Still have questions? We are standing by to help!

Questions? Contact us!



Call: 703-327-7096

Email: training@kminstitute.org