

UK Knowledge Management Workshops 2013



Taxonomy Development

Birmingham, UK, 19-20 November 2013

Knowledge Audit

Birmingham, UK, 21-22 November 2013

Building taxonomies and conducting knowledge audits are two of the most important - and difficult - activities that a knowledge management (KM) team may be responsible for.

From one of the most experienced KM consulting teams in the world, we bring two workshops to share step by step methodologies and a set of tools for both activities - based on over a decade of practice and solid research.

Using interactive techniques and practical exercises, you will learn how to plan and conduct taxonomy and knowledge audit initiatives. We use case examples to illustrate the methodologies taught, and you will have an opportunity - both during and after the workshops - to think about how to apply them to your own organisation.

Each workshop stands alone, but you can also take them together, at a discounted package price. For example, one of the most reliable ways to collect evidence for a corporate taxonomy is to conduct a knowledge audit.

About Straits Knowledge

Founded in 2002, Straits Knowledge is a Singapore-based KM consulting firm with clients in SE Asia, South Asia, the Middle East, Europe and the United States.

We have conducted facilitation, training, taxonomy and knowledge audit projects for:

- Bank Negara Malaysia
- British Council
- Civil Aviation Authority of Singapore
- International Fund for Agricultural Development
- Inland Revenue Authority of Singapore
- Islamic Development Bank
- National Science Foundation (USA)
- PETRONAS
- Singapore Armed Forces
- Unilever
- Yokogawa Engineering



Patrick Lambe

Founding Partner in Straits Knowledge, author of *Organising Knowledge* (Chandos, 2007) and *Knowledge Audits and Knowledge Mapping* (Chandos, forthcoming 2014), keynote speaker at KM World, Taxonomy Bootcamp, Special Libraries Association Conference, and ISKO UK; Editorial Board Member, *Journal of Knowledge Management*.



Edgar Tan

Founding Partner in Straits Knowledge, former President, Information and Knowledge Management Society, Chair of KM Singapore and KM Asia, co-author of *KM Approaches, Methods and Tools - A Guidebook*, *KM Culture Cards*, *KM Method Cards*.

<http://www.straitsknowledge.com/training>

Taxonomy Development

Birmingham, UK, 19-20 November 2013



Straits Knowledge
Redefining corporate knowledge

Taxonomies are powerful instruments for breaking down siloes and fostering collaboration and learning - not just for information accessibility and navigation. This unique two day programme is focused on helping participants to develop and implement a taxonomy to support the knowledge management objectives and programmes in their organisation.

It exposes participants to the range of different ways that taxonomies can be used to support organisation effectiveness, and imparts key design principles for a usable, maintainable and effective taxonomy. We teach an approach to taxonomy development that takes into account different stakeholder needs to ensure maximum adoption and it stresses the importance of a taxonomy as a living system with an active governance and evaluation process around it.

The workshop approach combines presentation of frameworks and proven methods with interactive exercises and opportunities to relate the content back to participants' own organisations. A secure online blog is available for up to three months after the workshop to share queries and follow up questions.

Our goal is to equip you with the knowledge and skills to develop and deploy taxonomies effectively in your organisation.

Learning Objectives

- To understand the different and sometimes competing factors that need to be considered when developing taxonomies
- To be familiar with the different forms, uses and functions for taxonomies
- To understand the importance of faceted taxonomies in dealing with digital systems
- To be able to conduct a facet analysis for a faceted taxonomy
- To be able to use taxonomy design principles to design simple taxonomies
- To be able to scope and plan a taxonomy project
- To be able to develop a taxonomy test plan
- To understand the difference between management taxonomies and presentation taxonomies for information access and navigation

Day 1 - 9am to 5pm

1. The Supermarket Game: understanding trade-offs when developing taxonomies
2. Defining taxonomies and identifying different taxonomy forms
3. Cognitive constraints on taxonomy design
4. How taxonomies help organisation effectiveness
5. Taxonomy building: scoping a taxonomy project
6. Developing facets to support specific needs - the online supermarket exercise

Day 2 - 9am - 5pm

1. Taxonomy design principles
2. The taxonomy building process
3. Taxonomy testing techniques
4. Taxonomy deployment - metadata and search
5. The importance of taxonomy governance
6. A case study in taxonomy redesign for an intranet
7. Working with information architecture and search

What workshop participants say

Based on Patrick Lambe's best-selling book, this workshop has been held in SE Asia, Australia and the USA - now for the first time in the UK!

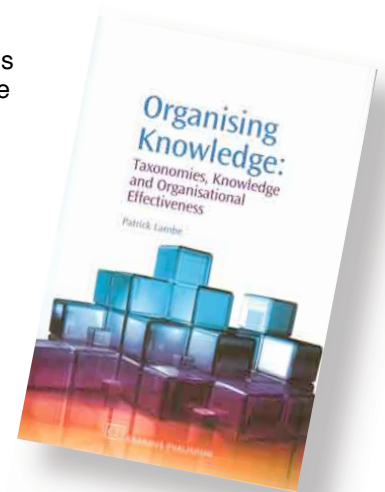
"No matter the level of knowledge that participants had, there was something there for everyone to learn and to take away with them"

"I was able to confirm that all I am doing with our taxonomies is in line with what everyone else is doing!"

"The whole workshop was valuable - loved it!"

"I found the parts on facets and focus on our workplaces most useful, and also that we can implement it bit by bit"

"A very useful foundation course for KM Managers"



Course materials

Participants will receive a copy of Patrick Lambe's best-selling book:

Organising Knowledge: Taxonomies, Knowledge and Organisation Effectiveness
(Oxford: Chandos 2007)

Who should attend?

This workshop will be suitable for:

- internal consultants
- information managers
- KM practitioners
- corporate librarians
- document and records managers
- website managers
- content management specialists
- intranet teams
- information architects
- search professionals

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<http://www.straitsknowledge.com/training>

Knowledge Audit

Birmingham, UK, 21-22 November 2013



Straits Knowledge
Redefining corporate knowledge

Performing a knowledge audit is probably the most important foundational piece of work you can do in Knowledge Management. It forms the basis for identifying what knowledge assets exist and where they are, identifies knowledge flows, knowledge gaps, and improvement opportunities to support the business.

This one and a half day workshop is based on ten years of knowledge audit practice around the world, and gives a robust methodology and toolset to help knowledge and information management practitioners focus on practical interventions that will get buy-in and support across the organisation.

The workshop approach introduces the methodology through practical exercises with feedback and analysis, and is accompanied by a set of diagnostic tools. A secure online blog is available for up to three months after the workshop to share queries and follow up questions.

Our goal is to equip you with the knowledge and skills to conduct a knowledge audit in your organisation, and work with the results to design helpful interventions.

Learning Objectives

- To understand the different forms of organisational knowledge and their associated strategies
- To be able to plan and conduct a knowledge audit
- To be able to conduct a knowledge management diagnostics exercise
- To be able to conduct a culture audit for common behaviours around knowledge
- To be able to build and analyse activity-based knowledge maps
- To be able to develop practical recommendations for KM interventions from knowledge audit findings

Day 1 - 9am to 5pm

1. Organisational knowledge types and why it is useful to differentiate between them
2. What is a knowledge audit and what can they be used for?
3. Planning and conducting a knowledge audit
4. Developing and analysing an activity-based knowledge map
5. Conducting a KM profiling exercise alongside a knowledge audit
6. Case study: Analysing the results of a knowledge audit

Day 2 - 9am - 12.30pm

1. Diagnosing an organisational culture using archetypes
2. Diagnosing KM pain points around coordination, organisational memory and learning
3. Identifying and prioritising common elements from knowledge maps, culture and KM diagnostics into a hierarchy of KM needs
4. Developing recommendations for practical interventions to support operational KM needs

THIS WORKSHOP FINISHES AT 12.30PM ON FRIDAY

What workshop participants say

Based on Patrick Lambe's forthcoming book on Knowledge Audits and Knowledge Mapping, this workshop has been held in SE Asia, the Middle East, India, Australia and the USA - now for the first time in the UK!

"Interactive grounded sessions that explain the steps involved in the knowledge audit. Experience with useful examples"

"Good hands on experiential learning and fun with the packs of cards."

"Training has been conducted in systematic sequence and trainers are able to relate their knowledge / experience, and encourage class participation."

"Relevant examples were shared about how we could make use of the knowledge and culture audits to identify key gaps, issues, and design intervention methods and tools."

"Use of archetypes turned out to be a novel conversation starter that lead to the identification of real knowledge and culture related issues within our organisation and practical techniques on how to address them"



Course materials

Participants will receive our KM Planning Toolkit, including our KM Diagnostic, Organisation Culture and KM Method Cards as well as a KM Planning Canvas and course workbook.

*See it on YouTube!
<http://tinyurl.com/mwmn3fj>*

Who should attend?

This workshop will be suitable for:

- internal consultants
- information managers
- KM practitioners
- corporate librarians
- document and records managers
- managers concerned about managing the risks of knowledge loss
- intranet teams

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UK Workshops 2013



Straits Knowledge
Redefining corporate knowledge

Workshop Venue



Malmaison 1, Birmingham Malmaison, The Mailbox, 1 Wharfside St, Birmingham B1 1RD, Tel: +44 (0)121 246 5000.

Workshop days are 9am to 5pm with snacks, refreshments and lunch provided. Ask us about discounted hotel rates (subject to availability).

Travel Directions: <http://www.malmaison.com/locations/birmingham/directions/>

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@straitsknow



<http://tinyurl.com/mqvta99>



<http://tinyurl.com/msds7gm>

UK Workshop Selection Form

(Fees include VAT)

Early Bird
Up to 15 Sept

Normal
After 15 Sept

		Early Bird Up to 15 Sept	Normal After 15 Sept
1	Taxonomy Development 19-20 November 2013 -2 days	£845	£895
2	Knowledge Audit 21-22 November 2013 -1.5 days (finish lunchtime Friday)	£640	£675
3	Both Taxonomy Development and Knowledge Audit Workshops -3.5 days	£1,410	£1,490

Register and pay online at <http://tinyurl.com/sktraininguk>

Register by Fax to: **+44 (0)161 883 1267** or by Email to: **enquiries@straitsknowledge.com**

- Please contact me for group registration (3 or more from the same organisation get a discount of 10%)
- I am a member of the following professional association (recognised associations may be eligible for 10% discount)

PAYMENT

Please invoice me I wish to pay by credit card

Name: _____

Organisation: _____

Contact Address: _____

Tel: _____ Fax: _____

Email: _____

CONDITIONS OF REGISTRATION

- (1) Straits Knowledge may change the scheduled dates but will seek to meet participant's scheduling constraints if it does so
- (2) Fees are due in advance and are non-refundable except in the case of workshop cancellation but may be assigned to other nominees
- (3) Straits Knowledge may cancel workshops if there is insufficient registration and will either offer a refund or a replacement date to registered participants
- (4) Multiple discounts are not possible, except that additional discounts can be applied to the Early Bird Rate. Where two types of discounts are possible, the greater of the two will be applied.

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