



Knowledge Audit & KM Diagnostics

- a module in the Straits Knowledge "KM Implementation" series of workshops

This two day programme is focused on helping participants to diagnose the opportunities for knowledge and information management interventions to support the operational work of an organisation.

It teaches participants how to conduct a knowledge audit, develop knowledge maps, and conduct other KM diagnostics on the operational needs and organisational culture, to reach recommendations on possible interventions. This workshop demonstrates approaches and techniques for *tactical* knowledge management interventions only - for *strategic* KM interventions, participants should *also* take our **KM Strategy** workshop to gain the full picture. You can take both workshops as a combined package at a discount.

The workshop is part of our three-workshop "KM Implementation" series covering three core areas of KM diagnostics, KM strategy development, and taxonomy work. A secure online blog is available to provide coaching and feedback to participants for at least one month after the workshop.

Learning Objectives

- To understand the different forms of organisational knowledge and their matching strategies
- To be able to plan and conduct a knowledge audit and KM diagnostics exercise, covering both operational needs and cultural factors
- To be able to build and analyse activity-based knowledge maps
- To be able to develop recommendations for KM interventions based on knowledge maps and KM diagnostic exercises

Workshop Content

Day 1

1. What are the different types of organisational knowledge and why is it useful to differentiate them?
2. What is a knowledge audit and what can they be used for?
3. Planning and conducting knowledge audits
4. The process of developing and analysing an activity-based knowledge map
5. Identifying KM opportunities from knowledge maps

Day 2

1. Diagnosing an organisational culture using archetypes
2. Using *Organisation Culture Cards* to diagnose culture-based opportunities and challenges
3. The three key knowledge functions of organisations: Coordination, Memory and Learning
4. Using *KM Diagnostic Cards* to diagnose operational issues and opportunities around Coordination, Memory and Learning
5. Identifying and prioritising common elements from knowledge maps, culture and KM diagnostics into a hierarchy of KM needs
6. Developing recommendations for practical interventions to support tactical KM needs



Course materials

Participants will receive a full KM Planning Toolkit, including pack of *KM Diagnostic Cards* plus *Organisation Culture Cards*, *KM Method Cards* and *KM Planning Canvas* along with a course workbook.

Who should sign up?

This workshop will be suitable for knowledge and information managers, KM project teams, intranet managers, KM activists and knowledge champions.

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KM Training



Straits Knowledge
Redefining corporate knowledge

Public Workshop Schedule 2012		Days 1-2	Day 3
1	Knowledge Audit & KM Diagnostics	Jul 5-6 2012	n/a
2	Knowledge Management Strategy	Jul 9-10 2012	n/a
3	Taxonomy Development	ask us	n/a
4	Project Learning & Knowledge Capture	ask us	ask us
5	Expert Knowledge Transfer	ask us	ask us
6	Communities of Practice & Peer Collaboration	ask us	ask us

Public Workshop Selection Form

Normal

iKMS member

please circle the correct workshop fee boxes to select

1	Knowledge Audit & KM Diagnostics Jul 2012	S\$1150	S\$920
2	Knowledge Management Strategy Jul 2012	S\$1150	S\$920
3	KM Implementation (combined Knowledge Audit & KM Strategy) Jul 2012	S\$2185	S\$1748
4	Taxonomy Development	S\$1430	S\$1144
5	Project Learning & Knowledge Capture	S\$1430	S\$1144
6	Expert Knowledge Transfer	S\$1430	S\$1144
7	Communities of Practice & Peer Collaboration	S\$1430	S\$1144
8	Full Knowledge Transfer Techniques Programme (workshops #5, 6 and 7)	S\$3800	S\$3040

Yes! Please register me for my selection!

Please contact me for group registration (3 or more from the same organisation get a discount of 15%)

I am a member of iKMS (eligible for 20% discount)

PAYMENT

Please invoice me I enclose payment by cheque

NOTE: Straits Knowledge is a non-GST registered organisation

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. Where two types of discounts are possible, the greater of the two will be applied.

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