

# KNOWLEDGE MAPPING & ORGANISATION

techniques for knowledge audits & taxonomy development

A **STRAITS KNOWLEDGE** TRAINING & COACHING WORKSHOP

## Keeping your KM Efforts "Real"

The best knowledge management projects are not just good ideas, but initiatives that are well grounded in the real working needs of your organisation.

This workshop gives you practical techniques for getting that deep grounding, by:

- conducting **knowledge audits** across your operations
- building **knowledge maps** to identify knowledge stocks, flows, gaps and sharing opportunities
- building **taxonomies** and knowledge organisation systems that are user-focused and supportive of working needs

## Knowledge Mapping & Organisation

### Day 1: Knowledge Audits & Knowledge Mapping

- Plan and conduct a knowledge audit
- Build a knowledge map focused on your business activities
- Identify KM opportunities in knowledge maps

### Day 2: Taxonomy Development

- Principles of Taxonomy Development
- Develop and Test a Taxonomy

*4 weeks interval to draft a work-related taxonomy*

### Day 3: Coaching & Deepening

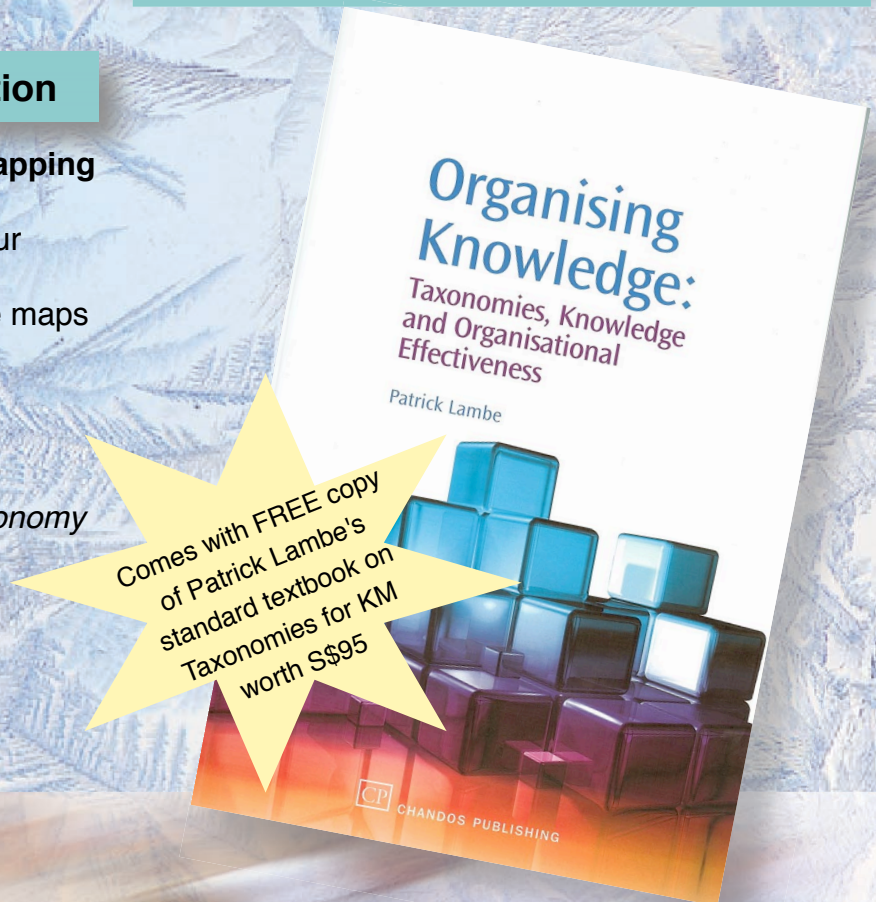
- Debrief, Feedback & Coaching
- Building User-Friendly Information Neighbourhoods

## Training and Coaching Programme

At Straits Knowledge when we provide training we also provide coaching support, feedback and advice along the way. You will be given practical assignments back in your own workplace to complete after your first two days' training, and before the final workshop day which happens one month later.

## Who Should Sign Up?

Knowledge and Information Managers, Intranet Managers, Document Management System Managers, Registry Managers, Corporate Librarians, KM Champions



We'll train and coach you in proven techniques for facilitating knowledge audits and taxonomy development, to help your KM efforts remain applied, effective and useful.

[www.straitsknowledge.com](http://www.straitsknowledge.com)

# KNOWLEDGE SHARING TECHNIQUES

for project learning & knowledge capture

A STRAITS KNOWLEDGE TRAINING & COACHING WORKSHOP

## KM and Knowledge Transfer

Knowledge Management is not just putting in place a technology solution. It's also about having the right skills at the right time to facilitate the right kind of knowledge sharing, eg,

- during a project meeting
- while planning or reviewing new work cycles
- bringing new members of the team up to speed
- figuring out what is that special something that extremely experienced members of staff know and how it can be transferred
- identifying important lessons learned
- creating a sharing culture
- capturing knowledge in accessible ways

## Projects, Communities and Expertise

This workshop focuses on knowledge sharing and transfer techniques that are especially useful within projects or regular activity cycles. We also conduct other training workshops to support peer collaboration, community building, and expertise transfer. Ask us for more information about these workshops.

### Who Should Sign Up?

Knowledge Managers & Activists, KM Champions, Trainers & Facilitators, Project Managers, Community Coordinators, Team Leaders

## Project Learning & Knowledge Capture

### Day 1: Project Learning

- Orientation to Knowledge and Learning Opportunities in Projects
- After Action Reviews & Retrospects
- Appreciative Inquiry
- Before Action Reviews & Pre-Mortems

### Day 2: Knowledge Creation & Capture

- Facilitating World Cafes
- Concept Mapping for Knowledge Capture
- Rich Pictures for Knowledge Capture

*4 weeks interval to apply the techniques*

### Day 3: Coaching & Knowledge Packaging

- Debrief, Feedback & Coaching
- Interviewing skills
- Storytelling
- Podcasting & Vodcasting

Comes with FREE KM  
Method Cards and  
Techniques Guidebook  
worth S\$120

KM Approaches Methods and Tools -  
A Guidebook

Patrick Lambe and Edgar Tan

KM Method Cards  
80 Approaches, Methods & Tools for  
Knowledge Managers & KM Activists

Knowledge sharing can happen a hundred different ways, depending on the situation. Do you know which techniques to use, and when? We'll train and coach you in proven techniques for facilitating knowledge transfer, to help your effectiveness.

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# KM FRAMEWORKS & KM STRATEGY

techniques to align KM with your business strategy

A STRAITS KNOWLEDGE WORKSHOP

## KM Strategy and Business Strategy

One of the dangers in KM is in getting distracted by the KM theory and technologies and forgetting that KM is only as good as the positive impact it has on your business.

This two day workshop gives you practical techniques for linking back to your organisational agenda, by:

- showing you how to conduct a culture audit to assess readiness for KM and any change management issues you might face
- demonstrating a framework for making explicit linkages between business priorities and KM opportunities
- helping you turn the KM strategy into a plan and manage change

## KM Frameworks & KM Strategy

### Day 1: Knowledge Culture and Knowledge Strategy

- Use stories and archetypes to "read" your knowledge culture
- Use a Strategy Canvas to identify the KM priorities to support your KM objectives
- Understand your current KM capabilities and your change management challenges

### Day 2: Planning and Implementing Change

- Build a Framework and Roadmap for change
- Identify roles and competencies
- Create a communications plan
- Communicate for buy-in

## Who Should Sign Up?

Knowledge and Information Managers,  
CIOs, Corporate Planners



## Programme Facilitators



**Patrick Lambe**

*is Principal Consultant at Straits Knowledge. He is also Adjunct Professor in KM at the Hong Kong Polytechnic University, and two term President of the Information and Knowledge Management Society of Singapore. His latest book is **Organising Knowledge: Taxonomies, Knowledge and Organisational Effectiveness** (Oxford: Chandos, 2007).*



**Edgar Tan**

*is co-founder of Straits Knowledge. He is one of Singapore's leading practitioners of Open Space Technology and is an accredited and experienced Cognitive Edge practitioner. He has also been trained by Dr Gary Klein in Cognitive Task Analysis techniques for expertise transfer. Edgar is co-author with Patrick Lambe of the Straits Knowledge **KM Method Cards** and **KM Approaches Methods and Tools - a Guidebook** (2008)*

We'll train and coach you in frameworks and techniques for making sure your KM initiatives can be clearly linked back to your business priorities.

[www.straitsknowledge.com](http://www.straitsknowledge.com)

# Programme Fees and Registration



**Straits Knowledge**  
*Redefining corporate knowledge*

*Yes! Please register me for this programme!*

- Knowledge Mapping & Knowledge Organisation Workshop - 3 days - at S\$1,500
- Knowledge Sharing Techniques for Project Learning & Knowledge Capture Workshop - 3 days - at S\$1,150
- KM Frameworks & KM Strategy Workshop - 2 days - S\$900
- Full Programme (all 3 workshops) at S\$3,000
- 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



*This programme is supported by the Information and Knowledge Management Society (www.ikms.org).*

Name: \_\_\_\_\_

Organisation: \_\_\_\_\_

Contact Address: \_\_\_\_\_  
\_\_\_\_\_

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Fax or mail to:

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Singapore 089126

Tel/Fax: +65 62210383  
enquiries@straitsknowledge.com

Business registration no: 52959850K

## Training Programme Schedule 2009

	Days 1-2	Day 3
1 Expert Knowledge Transfer (from our 2008-9 series)	19-20 Feb 2009	18 Mar 2009
2 Knowledge Mapping & Organisation	22-23 Apr 2009	27 May 2009
3 KM Frameworks & KM Strategy	28-29 May 2009	n/a
4 Project Learning & Knowledge Capture	30-31 July 2009	26 Aug 2009

*We also offer customised inhouse workshops for your staff. Call us at +65 62210383 for our rates or email us at enquiries@straitsknowledge.com*

*Ask for our detailed course descriptions or our brochures on our other workshops or visit <http://www.straitsknowledge.com/training>*

#### **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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