

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

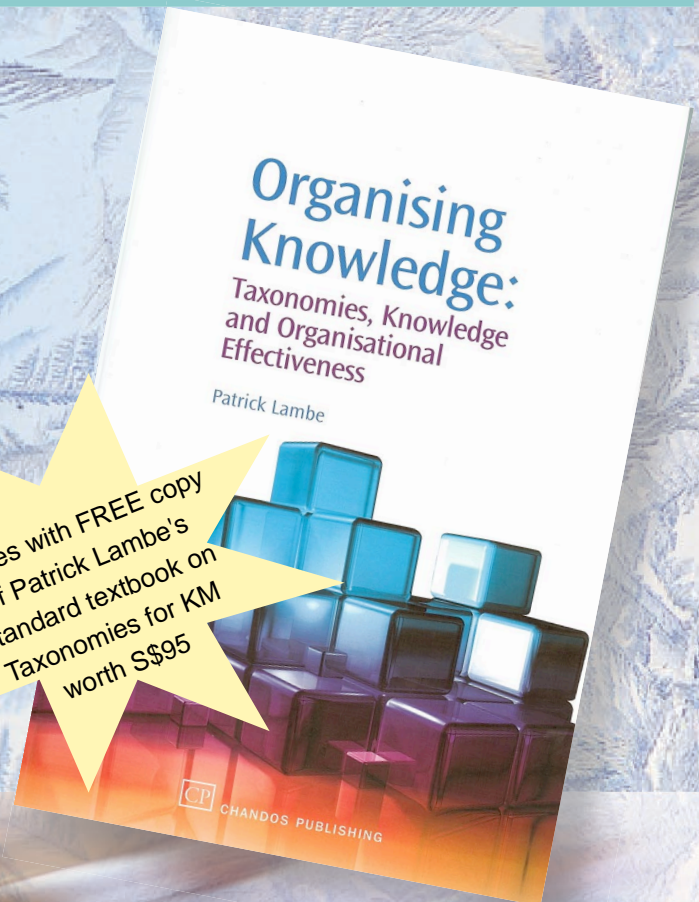
- Debrief, Feedback & Coaching
- Building User-Friendly Information Neighbourhoods

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

KM FRAMEWORKS & KM STRATEGY

techniques to align KM with your business strategy

A STRAITS KNOWLEDGE WORKSHOP

Programme Facilitator



Patrick Lambe

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

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



Comes with FREE Organisation Culture & KM Method Cards worth S\$115

Who Should Sign Up?

Knowledge and Information Managers, CIOs, Corporate Planners

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

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\$1,725
- KM Frameworks & KM Strategy Workshop - 2 days - S\$1050
- Full Programme (both workshops) at S\$2,350
- 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: _____

Tel: _____ Fax: _____

Email: _____

Fax or mail to:

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enquiries@straitsknowledge.com

Business registration no: 52959850K

Training Programme Schedule 2010

Days 1-2

Day 3

1	KM Frameworks & Strategy	20-21 May 2010	n/a
2	Knowledge Mapping & Organisation (Taxonomies)	24-25 June 2010	28 Jul 2010

We also offer customised inhouse workshops for your staff. Call us at +65 622 10383 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.

www.straitsknowledge.com