Project Learning & Knowledge Capture
- a module in the Straits Knowledge Knowledge Sharing Techniques programme

This three day programme (2 days in the first month and a follow up day a month later) is focused on helping participants to understand the principles for knowledge-enabled project management, to plan KM and learning activities into their projects, and have practice in ten practical techniques to use in projects.

The workshop is part of our signature training and coaching programme in proven knowledge sharing and transfer techniques, in the three core areas of project management, expertise transfer and peer collaboration. Each workshop has a one-month interval between the second and third days to allow participants to practise what they have learnt, and a secure online blog is available to provide coaching and feedback.

Learning Objectives
• To understand how knowledge capture, knowledge transfer and learning activities make project teams more effective
• To be able to identify knowledge and learning opportunities in a project and build them into a project knowledge and learning plan
• To be able to facilitate After Action Reviews, Retrospects, Pre-Mortems, Before Action Reviews
• To be able to apply the principles of Appreciative Inquiry
• To be able to facilitate World Café sessions
• To be able to produce concept maps and rich pictures as a form of knowledge capture
• To be able to analyse stakeholder knowledge and information needs using Value Network Analysis
• To be able to use the knowledge sharing techniques of Peer Assists and Ritual Dissent to improve project planning

Workshop Content

Day 1
1. What is Knowledge Enabled Project Management and what is its purpose?
2. Identifying Knowledge and Learning Opportunities in Projects
3. Building a Project Knowledge and Learning Plan
4. Looking Back and Transferring Lessons Learned:
   4.1. After Action Reviews (AARs) – form and practice
   4.2. Handling difficult AARs
5. Using Appreciative Inquiry
6. Using World Café sessions
7. Retrospects – differences from AARs

Day 2
1. Pre-Mortems as a way of leveraging experience to anticipate risk – form and practice
2. Before Action Reviews to anticipate knowledge needs in projects
3. Drawing up the Project Knowledge and Learning Plan
4. Incorporating knowledge and learning roles in projects
5. Technique for group sharing: World Café – form and practice
6. Technique for knowledge capture: Rich Picture – form and practice (using the output of the World Café discussions)
7. Technique for knowledge capture: Concept Map – form and practice (using the output of the World Café discussions)

Day 3 – Follow Up Day
1. Feedback on technique application, lessons learned discussion
2. Stakeholder management and project communication flows: using Value Network Analysis and Rich Pictures
3. Collaborative Planning: using Peer Assists and Ritual Dissent

Course materials
Participants will receive a set of Patrick Lambe and Edgar Tan's book KM Approaches, Methods and Tools - A Guidebook plus a pack of KM Method Cards along with a course workbook.

Who should sign up?
This workshop will be suitable for managers, supervisors, project managers, trainers, facilitators, knowledge managers, KM activists and knowledge champions.

ask about discounts for iKMS members

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Straits Knowledge  19A Keong Saik Road  Singapore 089126  Tel/Fax +65 62210383
http://www.straitssknowledge.com/training
Expert Knowledge Transfer
- a module in the Straits Knowledge Knowledge Sharing Techniques programme

This three day programme (2 days in the first month and a follow up day a month later) is focused on helping participants to understand the different forms of expert knowledge in an organisation, to assess risks, priorities and needs around expert knowledge, and have practice in seven key techniques to use in capturing and transferring expertise.

The workshop is part of our signature training and coaching programme in proven knowledge sharing and transfer techniques, in the three core areas of project management, expertise transfer and peer collaboration. Each workshop has a one-month interval between the second and third days to allow participants to practise what they have learnt, and a secure online blog is available to provide coaching and feedback.

Learning Objectives
• To understand what expertise is and how it is acquired
• To know how to identify critical expertise for your organisation, and how to differentiate the types of expertise
• To be able to identify appropriate knowledge transfer strategies for different types of expertise
• To be able to conduct effective interviews
• To be able to use concept mapping as an expertise mapping and capture technique
• To be able to conduct an expertise knowledge audit interview
• To be able to facilitate a Fishbowl discussion to support expertise transfer
• To be able to facilitate a peer assist for problem solving with experts
• To know how to create podcasts and vodcast
• To be able to facilitate a play of life exercise as an expertise transfer technique

Workshop Content

Day 1
1. What is expertise and how is it acquired?
2. Identifying critical expertise transfer needs in your organisation
3. Identifying appropriate expertise transfer strategies for your needs
4. Introduction to interviewing skills:
5. Designing powerful questions
6. Planning and preparing for an interview
7. Conducting the interview
8. Using interview content
9. Concept mapping as an interview technique for mapping an expert’s knowledge domain

Day 2
1. Using the expertise knowledge audit interview to identify the differences between experts and novices, and to identify strategies for accelerating the learning curve of novices – principles and practice
2. The Fishbowl as an expertise transfer technique – principles and practice
3. Peer Assists as a method for engaging experts to assist in problem solving – principles and practice

Day 3 – Follow Up Day
1. Feedback on technique application, lessons learned discussion
2. The Play of Life technique as a group learning technique based on expertise – principles and practice
3. Creating a Video Podcast as a way of packaging expertise – exercise

Course materials
Participants will receive a set of Patrick Lambe and Edgar Tan's book KM Approaches, Methods and Tools - A Guidebook plus a pack of KM Method Cards along with a course workbook.

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Communities of Practice & Peer Collaboration
- a module in the Straits Knowledge Knowledge Sharing Techniques programme

This three day programme (2 days in the first month and a follow up day a month later) is focused on helping participants to understand the different forms of collaboration in an organisation, to understand the dynamics of a community of practice (CoP), how collaborative communities are formed, supported and sustained, and to be able to use nine key techniques that can support knowledge sharing within communities.

The workshop is part of our signature training and coaching programme in proven knowledge sharing and transfer techniques, in the three core areas of project management, expertise transfer and peer collaboration. Each workshop has a one-month interval between the second and third days to allow participants to practise what they have learnt, and a secure online blog is available to provide coaching and feedback.

Learning Objectives

- To understand what communities of practice are, and the key dynamics that make them successful or unsuccessful
- To be able to identify opportunities in your organisation for peer collaboration, knowledge sharing and communities
- To understand how to plan a CoP launch and draw up a CoP Charter
- To be able to plan and facilitate an Open Space Technology session
- To be able to apply the principles of Appreciative Inquiry in fostering open sharing in a voluntary community
- To be able to use storytelling as a knowledge sharing and influencing technique
- To be able to collect stories by facilitating anecdote circles
- To know the principles and process of Most Significant Change as an evaluation technique
- To know how to identify better practices through a Positive Deviance exercise

Workshop Content

Day 1

1. What are communities of practice and what is their value?
2. Identifying the different levels of formality and productivity in communities and networks
3. Identifying opportunities for knowledge sharing, collaboration and potential communities
4. The elements of a CoP Charter, and framing the invitation question to a new community (exercise)
5. How to plan and facilitate an Open Space Technology session – principles and practice

Day 2

1. Facilitating and leveraging sharing events:
2. Appreciative Inquiry as a way of promoting a sharing culture in a community or network
3. The use of storytelling as a means of sharing knowledge and influencing people
4. Story listening: a technique for gathering stories: Anecdote Circles – principles and practice
5. Interviewing skills: creating video podcasts from knowledge sharing interviews

Day 3 – Follow Up Day

1. Feedback on technique application and video podcasts, lessons learned discussion
2. Evaluating communities of practice using the Most Significant Change technique
3. How to identify and apply metrics, monitoring and evaluation for knowledge sharing initiatives (with exercise)
4. Positive Deviance and better practice transfer

Course materials

Participants will receive a set of Patrick Lambe and Edgar Tan's book KM Approaches, Methods and Tools - A Guidebook plus a pack of KM Method Cards along with a course workbook.

Who should sign up?

This workshop will be suitable for managers, supervisors, project managers, trainers, facilitators, knowledge managers, KM activists and knowledge champions.

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### Public Workshop Schedule 2010-2011

<table>
<thead>
<tr>
<th>No.</th>
<th>Workshop Name</th>
<th>Days 1-2</th>
<th>Day 3</th>
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<td>1</td>
<td>Communities of Practice &amp; Peer Collaboration</td>
<td>Oct 14-15 2010</td>
<td>Nov 10 2010</td>
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<td>2</td>
<td>Knowledge Audit &amp; KM Diagnostics</td>
<td>Mar 24-25 2011</td>
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<td>3</td>
<td>Knowledge Management Strategy</td>
<td>Apr 20-21 2011</td>
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<td>4</td>
<td>Taxonomy Development</td>
<td>May 26-27 2011</td>
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<td>5</td>
<td>Project Learning &amp; Knowledge Capture</td>
<td>Jun 23-24 2011</td>
<td>Jul 20 2011</td>
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<td>7</td>
<td>Communities of Practice &amp; Peer Collaboration</td>
<td>Aug 25-26 2011</td>
<td>Sep 23 2011</td>
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### Public Workshop Selection Form

Please circle the correct workshop fee boxes to select

<table>
<thead>
<tr>
<th>No.</th>
<th>Workshop Name</th>
<th>Normal Fee</th>
<th>iKMS Member Fee</th>
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<tbody>
<tr>
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<td>2</td>
<td>Knowledge Audit &amp; KM Diagnostics Mar 2011</td>
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<td>Project Learning &amp; Knowledge Capture Jun-Jul 2011</td>
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<td>6</td>
<td>Expert Knowledge Transfer Jul-Aug 2011</td>
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<td>7</td>
<td>Communities of Practice &amp; Peer Collaboration Aug-Sep 2011</td>
<td>S$1430</td>
<td>S$1144</td>
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<td>8</td>
<td>Full Knowledge Transfer Techniques Programme (workshops #5, 6 and 7)</td>
<td>S$3800</td>
<td>S$3040</td>
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</table>

**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

### 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.

Fax or mail to: Straits Knowledge 19A Keong Saik Road Singapore 089126
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