Analytics and Knowledge Management

Do you know that knowledge is the key to organisational efficiency?
Are you interested to know how to implement knowledge management?

Introduction

Knowledge management in the organisation boosts the efficiency of an organisation's decision-making ability. In making sure that all employees have access to the overall expertise held within the organisation, a more competent workforce is built who can make quick, informed decisions that benefit the company. Innovation is easier to foster within the organisation, and customers benefit from increased access to best practices, and employee turnover is reduced. As the marketplace becomes ever more competitive, one of the best ways to stay ahead of the curve is to build your organisation in an intelligent, flexible manner. Managers want to be able to spot issues from a distance and respond quickly to new information and innovations. Everyone knows the importance of knowledge management; do you know the secret of how to create an impactful and sustainable one for your organisation?

Program Objectives

This program aims to:
- improve an organisation's efficiency and save knowledge within the company.
- enable organisational learning and create a learning culture, where sharing knowledge is encouraged and those who seek to learn to better themselves find it easy to do so.

Learning Outcomes

After completing this program, the participants should be able to:
- apply the cycle of creating, sharing, structuring, and auditing knowledge to maximise an organisation's collective knowledge.
- apply knowledge management in new business paradigm – the world of IR4.0

Methodology

Gamification, case study, interview, case simulation, quiz, group discussion, lecture, videos.

Who Should Attend

Senior Management, Talent Development Manager, Training and Development Personnel and anyone who would like to learn about knowledge management.

Program Outline

Day One	
Time	Topics
9:00am – 10:30am	**The Parameters of Knowledge Management** In this module, the participant would learn what happens to knowledge, the category of knowledge, and how knowledge management contributes to the knowledge-based economy. In this module, the participants would also learn the product and services, the challenges, and the opportunities in knowledge-based economics.
10:30am – 11:00am	Tea Break and Networking
11:00am – 1:00pm	**Paradigm for Knowledge Management** This module aims to provide fundamental assumptions of knowledge management. Then, the participants would look at the measurement of knowledge management that includes elimination, cost, Rorschach inkblot, output focus and others.
1:00pm – 2:00pm	Lunch and Networking
2:00pm – 3:30pm	**Knowledge Management Principle** In this module, the participant would learn the knowledge management overview, knowledge management and value creation, the state of knowledge management, why is knowledge management important and the practical principles for managing knowledge.
3:30pm – 4:00pm	Tea Break and Networking
4:00pm- 5:00pm	**Knowledge Management in Practice** In this module, the participants would through case study the practice of knowledge management in different industries. The participants would revise the concept in the previous modules.
Day Two	
Time	Topics
9:00am – 10:30am	**Knowledge Management and Value** The participants would learn the exponential growth phase of the knowledge economy, the threats to exponential growth and how the knowledge that includes the tool – the metrics. Then, the participants would learn the consumer and knowledge metrics: redefining the product or service. The participants would also learn how to look at the investor and knowledge metrics: measurement of returns at all levels, management and knowledge metrics: transforming knowledge into value, the traditional valuation

	methodologies vis-a-vis knowledge metrics and lastly, the cost, income, market, and real options approaches.
10:30am – 11:00am	Tea Break and Networking
11:00am – 1:00pm	**Measuring Returns on Knowledge** In this module, the participant would have hands-on knowledge of how to conduct and use the tool of knowledge-value methodology.
1:00pm – 2:00pm	Lunch and Networking
2:00pm – 3:30pm	**AI Tools for Knowledge Management** In this module, the participant would learn the method to scope the problem, the knowledge structure, knowledge service and infrastructure services, core services, and packaged services. In this module, participants would learn how to use the KSS matrix and checklist to compare knowledge management tools.
3:30pm – 4:00pm	Tea Break and Networking
4:00pm- 5:00pm	**Implementing Knowledge Management** The participants would learn the "Electronic Propinquity", the shifting the Paradigm, knowledge asset portfolio, gaps in knowledge asset portfolios and designing knowledge-based implementations. The participant should produce a master of the implementation at the end of this module.