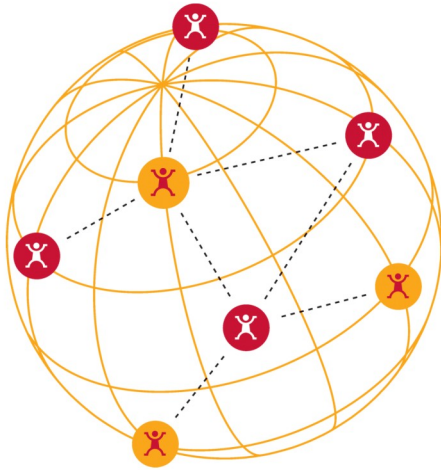


TRAINING PROGRAM OUTLINE



MGT-111E ORGANIZATIONAL KNOWLEDGE MANAGEMENT

DESCRIPTION

A 5-day Training Program to provide participants with the fundamental concepts of organizational knowledge management.

Organizational intelligence and knowledge is one of the rare intangible resources which can provide a competitive edge. It is at the heart of new product and service development and world-class organizations recognize the strategic importance of properly managing their knowledge bank to favor the sharing of knowledge among their employees. Through discussions and workshops, this program will allow participants to consider various knowledge management approaches and determine which approach is best for them.

OBJECTIVES

- Provide an overview of knowledge management and its key concepts
- Provide participants with techniques and methods to elaborate organizational values and objectives related to knowledge management



- Enable participants to evaluate the pertinence of different knowledge management models and determine whether or not a knowledge management project should be considered within their organization
- Present a step-by-step procedure to implement knowledge management systems

TOPICS

- Knowledge management
 - Overview and key concepts
 - Data, information and knowledge
- Knowledge creation process
 - Socialization
 - Externalization
 - Combination
 - Interiorization
- Model of organizational intelligence in knowledge management
 - Architectural capacities
 - Process capacities
 - Competency capacities
- Typical implementation
 - Step 1: Identify and evaluate needs in knowledge management
 - Step 2: Identify a knowledge management strategy
 - Step 3: Prepare a knowledge management development plan
 - Step 4: Develop a knowledge management systems implementation plan
 - Step 5: Implement the knowledge management systems
 - Step 6: Manage, use and update the knowledge management systems

TARGET AUDIENCE

- Telecommunications managers and personnel responsible for information systems and information technology
- Managers looking to complement their skill-set by gaining a good understanding of organizational knowledge management

METHODOLOGY

Our Training Programs combine expert presentations, workshops, case studies and discussions on real-life situations faced by participants. Complete training material is provided to all participants for future reference and follow-up action plans.

LOCATION

Our Training Programs are held at regular intervals in selected cities around the world. Upon request, our expert trainers can lead Training Programs at the location of your choice. If interested, please contact us at training@neotelis.com.

EXPERTISE

Neotelis provides consulting and training services to telecommunications organizations worldwide. Its team of experts has trained thousands of executives and managers working for operators, regulators, policy-makers and governments in over 100 countries around the world.

