

Customized workshops

Knowledge Management solutions
for your organization

Contents

The course is totally customizable to your organization's culture and needs. You can pick and choose which modules you want delivered

Timing

Scheduled to meet your team's needs

Location

- Your site to keep costs down
- or
- Offsite at a golf course

Going solo and want to attend? Call us! We are scheduling a "mixed" workshop in January 2006 at a golf course near you!

Stop re-inventing and start re-using that valuable knowledge that exists in every individual within your organization!

Use the current "change" in your workforce as impetus to embed knowledge sharing and collaboration into your core values.



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WHAT OTHER PARTICIPANTS SAID

"Not only did it go a long way to demystifying KM for me, it showed some relatively straightforward and practical applications of KM that we may be able to leverage quite quickly."

"Puts a positive spin on KM – we can do it."

"You guys obviously know your stuff...your knowledge sharing was the best piece."

"I am pumped!"

BABY BOOMERS GO GOLFING...

Is Your Organization Ready?



Join our 2 – 3 day highly-interactive workshop and obtain pragmatic Knowledge Management (KM) solutions that can integrate into your culture.

LEARN HOW TO:

- Capture and transfer knowledge before it hits the golf course.
- Manage human assets on an ongoing basis with as much rigor and passion as your capital assets.

You don't even have to call it KM!



HOW MUCH PAIN CAN YOUR ORGANIZATION TOLERATE?

2005 marks the beginning of the Baby-boom exodus from the workforce. Beginning this year, every 7 seconds, another baby boomer turns 60 and reaches retirement age... this will continue for 18 years!

At a time when knowledge and experience is increasingly important and being finally recognized as a critical asset, the workplace will be hemorrhaging as people leave.

And then we have the Gen X'ers who need mobility and stimulation in the workplace like no other generation before them. They look for new growth opportunities inside the organization and yes, outside the organization too. This also represents knowledge loss.

Many organizations are embarking on succession planning strategies to solve the retirement issue without really exploring the techniques that can address both the immediate term issue and the ongoing knowledge transfer challenges.

Let's capture, transfer, use and share knowledge everyday, not just when people are leaving!



BABY BOOMERS GO GOLFING...



ATTEND THIS WORKSHOP AND OBTAIN:

1. A solid understanding of the different approaches required to manage knowledge (versus data or information) and why this is important.
2. An overview of "some" really pragmatic KM tools and techniques for finding, and sharing both explicit and tacit knowledge.
 - Find out how to use what you have without spending a fortune on new technology.
 - Obtain ideas for leveraging your Intranet and turning it into a dynamic knowledge base that becomes your corporate memory... and is refreshed by human experience on an ongoing basis.
 - Learn about some really simple ways to share tacit knowledge.
3. Best practices and some do's and don'ts based on research and experience.
4. A framework and a toolkit to evaluate your immediate risks, build your own action plan and develop an immediate and longer term strategy that will work in your culture.
5. Ideas for enticing the rest of your organization and other stakeholders to make knowledge sharing an everyday event.

TOPICS

Introduction

- Course Overview
- KM Concepts

KM Tools and Techniques

- Leveraging your Intranet (content mgmt, taxonomies, searching...)
- Sharing Tacit Knowledge
 - Story Telling
 - Communities of Practice
- Finding Experts
- Collaboration Techniques
- Reinventing your Project and Meetings the KM Way

Define Your KM Future State

- Overcoming Cultural Challenges
- How to Measure Return on Investment – Metrics
- Elements of your KM Strategy
- Develop Your Action Plan (immediate and longer term actions)

WHO SHOULD ATTEND Individuals responsible or concerned about human asset management, corporate knowledge creation and retention, information search efficiency, process improvement, document management, etc.

- Managers with their team(s).
- Senior Management Teams.
- Innovative HR Teams who want to expand from succession planning to knowledge continuity.
- Anyone struggling with workforce planning as baby boomers retire.