



Knowledge Management

Unlock the insights in your organisation



Find out how your organisation can learn from its experiences to become more innovative responsive and efficient.

- Develop a culture that harnesses the know-how and experience of your people.
- Make knowledge accessible to everyone who needs it, by building knowledge sharing into everyday operations.
- Gather and distribute information and knowledge to your internal and external stakeholders.

Why choose this course

This unique course has been designed for development professionals who have an interest in information and knowledge management (KM) and knowledge sharing (KS) approaches. This course is ideal for M&E specialists wanting to help others interpret, share and use their insights. Communications, learning and development, and IT specialists will also benefit from this course as will project and general managers.

What you will learn

Through a mix of practical activities, theory and case study examples you will learn how to:

- Create an enabling environment within your own organisation that encourages knowledge sharing
- Apply knowledge sharing tools and techniques in practice
- Take advantage of emerging opportunities in the use of Information, Communication and Technology (ICT) for Knowledge Sharing
- Undertake a Knowledge Management Assessment of your own organisation
- Develop and implement a Knowledge Management Strategy within your organisation

How long: Four days

When and where:

- April 23 - 26 Dubai, UAE
Application deadline: March 12
 - December 4 - 7 Brighton, UK
Application deadline: October 23
- Cost:** £1200

Four-day course overview

Day 1

Knowledge management fundamentals

- Understanding the fundamentals of knowledge management and its benefits for your organisation.
- Aligning knowledge management with your organisation's strategy and objectives.
- Identifying the key components of a knowledge management system.

Day 2

A knowledge sharing environment

- Understanding the cultural and behavioural elements of knowledge management.
- Developing the right environment for knowledge sharing and overcoming challenges.
- Promoting an integrated approach throughout the programme cycle.
- Using knowledge sharing analysis and techniques.

Day 3

Knowledge sharing in your organisation

- Building knowledge sharing and learning into the programme cycle.
- Applying knowledge sharing techniques and processes.
- Overcoming challenges and recognising success in knowledge management.
- Using innovative information technology (IT) and social media tools for knowledge sharing.

Day 4

Knowledge management strategy

- Conducting a knowledge management assessment and situational analysis.
- Developing and presenting a knowledge management strategy.
- Learning from practical lessons, challenges and recommendations to develop knowledge management in your organisation.

This new course builds on the popular knowledge management module of our Monitoring and Evaluation course in the UK see page 5 ([download our Monitoring and Evaluation course factsheet](#)). This is what people have to say about that course:

"The knowledge management course helped me to begin the process of thinking about knowledge management and I gained a wider understanding of its application to my day-to-day work. I'm currently conducting a knowledge management assessment for VSO and this course has helped me to kick start the process for developing a knowledge management strategy."

Lizzie Wiltshire, Voluntary Services Overseas, UK

"IMA has experienced trainers who combine years of practical experience in the field with classroom skills."

Sunny Ojeh, Community Relations Adviser, BG Exploration & Production Ltd, Nigeria

"IMA is the must-go place for all development training. It changes you – the trainee – and delivers positive results for your organisation."

Muhammad Naeem Khan, Deputy Director M&E, Population Welfare Department, Pakistan

To find out how our tailor-made training can help your organisation call Nick on +44 (0)1273 833030 or complete the training enquiry form at www.imainternational.com. This course is only available as a tailor-made course. For full details of our scheduled courses visit www.imainternational.com.