



# Knowledge Management

Unlock insights in your organisation



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INTERNATIONAL



## Our offer:

This KM online course is a 6-week programme specifically designed for key personnel in NGOs, government, UN agencies and private sector organisations.

We know you and your organisation want to be become more effective and resilient.

We believe you can do this by enhancing knowledge management and knowledge sharing practices.

You can make positive changes in your personal working practice, together with your teams and departments, and ultimately across your whole organisation.

In this course, find out how your organisation can learn from its people and its experiences to become more responsive, innovative and strategic:

- 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 (KS) into everyday operations
- use knowledge management (KM) to achieve and support your strategic objectives

## How the course works:

You work from the comfort of your own home or office. You complete the paced course over 6 weeks with facilitated, scheduled live meetings.

You will join a peer group of participants from different organisations and countries. IMA International facilitators will guide and mentor your learning process, providing you with:

1. Practical exercises and reflection activities
2. 5 guided 90-minute group webinars (recordings made available)
3. Paired and peer group work
4. Presentations and video inputs
5. Written resources and links
6. Relevant case studies
7. Opportunity to apply KM and KS tools in your workplace
8. User-friendly platform for accessing all materials, presentations and resources, sharing with your peer group and uploading your regular assignments to a dedicated portfolio
9. Scheduled access to mentors
10. Personalised mentoring session within 3 months after the course

**You are awarded a KM certificate after completing the course and fulfilling all course criteria.**

## Content:

- Module 1: KM Fundamentals**
- Module 2: Making a case for KM**
- Module 3: Realising KM**
- Module 4: KM Environment**
- Module 5: KM Assessments**
- Module 6: Feedback**
- Module 7: Learning from failure**
- Module 8: Documentation and lessons learned**
- Module 9: Existing KS opportunities**
- Module 10: KS Methods**
- Module 11: KS Tools**
- Module 12: KM Strategy**

### Skills you will be able to apply after the course:

- advocate convincingly for effective knowledge sharing
- foster an enabling environment in your own organisation that encourages knowledge sharing
- conduct a knowledge management assessment of your organisation
- practically use knowledge sharing tools and techniques
- develop a knowledge management strategy to institutionalise KM practices within your organisation

**How long:** 6 week programme: 7.5 contact hours; 18 hours self-study and reflection; 6 hours peer and paired work; 3.5 hours pre and post course learning

The course will include facilitated, scheduled live meetings, including 5 fixed date webinars.

### A good internet connection is a requirement for this course

For the latest course dates and booking deadlines please see our website or get in touch.

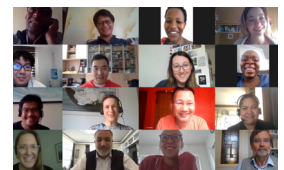
For help and advice with planning your in-house training or consultancy needs contact us to set up an online meeting with one of our team.

Visit [imainternational.com](http://imainternational.com)  
or email [post@imainternational.com](mailto:post@imainternational.com)



“ I would recommend this course to anyone taking on the KM role or already working on KM. The information I have learned on KM elements, tools, environment, etc. is invaluable. Do yourself a favour and sign up for the KM course with IMA! ”

**Jane Kahaki Njuguna, Programme Officer KM, AGRA (Alliance for Green Revolution in Africa)**



## IMA International

Drummond House,  
89 High Street,  
Hurstpierpoint,  
West Sussex  
BN6 9RE, UK

[post@imainternational.com](mailto:post@imainternational.com)



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