

### **Main Objectives:**

- Understand the new challenges brought by the knowledge economy
- Understand the history and evolution of Knowledge Management (KM)
- Understand the relationships between intellectual capital, knowledge management and organizational learning.
- Understand the different types of knowledge
- Learn about the different phases of the knowledge management process
- Understand the main pillars/enablers of a knowledge management initiative
- Recognize the value and various benefits of implementing KM

### **Course Description:**

The industrial age is now over and the knowledge age brings some new challenges that require new approaches to management since the main asset of organizations is shifting from capital to intellectual. This seminar will introduce you to the concepts and terminologies associated with the various types of Knowledge and Knowledge Management (KM). This seminar will introduce the main enablers of knowledge management (People, Processes and Technology) and will present the various benefits that KM can bring to your organization. At the end of this seminar you will be familiar with the terminology used in the field of KM and you will have a good understanding of the value that KM can bring to your organization. This course is the foundation for all the other KM seminars.

**Prerequisites:** None