



*Training Course:  
Knowledge Management*

*20 - 24 May 2024  
Milan (Italy)*

## Training Course: Knowledge Management

Training Course code: MA9228 From: 20 - 24 May 2024 Venue: Milan (Italy) - Training Course Fees: 5250 € Euro

### Introduction

The course will focus on the people aspects of Knowledge Management rather than the technology concerned. Knowledge Management needs the creation of a culture in which people are willing to share not only their successes but also, sometimes their failures.

The knowledge inside any organization is probably the greatest asset you have; so the need to protect and develop it. This course will show you how to do so and how to develop the necessary practices. The use of enterprise social networking, blogs, and multimedia for example are transforming knowledge management and contributing to efforts to make work enjoyable and interesting.

### Course Objectives of Knowledge Management

At the end of this course the participants will be able to:

- Capture shared knowledge
- Create a culture of sharing
- Build systems that recognize efforts to share knowledge
- Ensure that departments initiate knowledge sharing and reciprocate to initiatives from elsewhere
- Create an atmosphere of mutual trust
- Develop the supervisory and management teams towards empowering employees
- Motivate employees positively to be team players
- Engage the workforce in the day to day activities of the organization
- Introduce a performance management system that encourages knowledge management

### Target Audience of Knowledge Management

- Head of departments
- Managers
- Human Recourses

### Targeted Competencies of Knowledge Management

- Performance management
- Empowering & Engagement
- Networking
- Management skills

### Course Outlines of Knowledge Management

## Day 1

### Knowledge Management, Empowerment, and Engagement

- Definition of a learning organization, people, teams, organization
- Understanding competitive advantage, productivity and profit
- Characteristics of engaged employees and disengaged employees
- Characteristics of empowered employees and un-empowered employees
- Motivation - Intrinsic and extrinsic

## Day 2

### Techniques for Engaging Employees

- Informal participative decision-making programs
- Job enrichment
- Self-managed work teams
- Informal and formal consultation processes
- Enterprise Social Networking, Blogs Multimedia

## Day 3:

### The Role of the Supervisor and Team Leader in Knowledge Management

- Getting the "Quid Pro Quo" - initiative VS reciprocation
- The Interpersonal skills involved - listening, communicating, assertiveness and influence
- The responsibility for people
- Delegation
- Recognition for efforts to share knowledge

## Day 4

### Empowered Performance Reviews

- Making Knowledge Management a part of performance management
- Motivating through feedback
- The importance of praise and how to make it more effective
- Coaching
- Providing genuine development, continuous learning

## Day 5

### Handling Change, Networking, and Systems

- The change curve
- Upwards management
- Involving suppliers and contractors, supply chain
- People to people business
- Return to social networking



## Registration form on the Training Course: Knowledge Management

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
Position: .....  
Telephone / Mobile: .....  
Personal E-Mail: .....  
Official E-Mail: .....

### Company Information

Company Name: .....  
Address: .....  
City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
Position: .....  
Telephone / Mobile: .....  
Personal E-Mail: .....  
Official E-Mail: .....

### Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
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### Easy Ways To Register

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provisionally reserve your  
place.

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registration  
form to: +20233379764

E-mail to us :  
info@gh4t.com  
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Complete & return the  
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to: Global Horizon  
3 Oudai street, Aldouki,  
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