![Global Horizon Training Center logo]

Training Course:
Knowledge Management

28 April - 2 May 2025
Madrid (Spain)
Pestana CR7 Gran Vía

Training Course code: MA9228 From: 28 April - 2 May 2025 Venue: Madrid (Spain) - Pestana CR7 Gran Vía Training Course Fees: 5500 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 :

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 :

- Head of departments

- Managers

- Human Recourses

Targeted Competencies :

- Performance management

- Empowering & Engagement

- Networking

- Management skills

Course Outlines :

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

Training Course code: MA9228 From: 28 April - 2 May 2025 Venue: Madrid (Spain) - Pestana CR7 Gran Vía
Training Course Fees: 5500 ⬜ Euro

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

☐ Please invoice me

☐ Please invoice my company

Easy Ways To Register

Telephone: +201095004484 to provisionally reserve your place.	Fax your completed registration form to: +20233379764	E-mail to us : info@gh4t.com or training@gh4t.com	Complete & return the booking form with cheque to:Global Horizon 3 Oudai street, Aldouki, Giza, Giza Governorate, Egypt.