



*Training Course:  
Certified Knowledge Manager – APQC*

*14 - 18 September 2025*

*Dubai (UAE)*

*Residence Inn by Marriott Sheikh Zayed Road, Dubai*

## Training Course: Certified Knowledge Manager – APQC

Training Course code: SC235964 From: 14 - 18 September 2025 Venue: Dubai (UAE) - Residence Inn by Marriott Sheikh Zayed Road, Dubai Training Course Fees: 4900 – Euro

### Introduction

The Certified Knowledge Manager - APQC training program is a comprehensive course designed and delivered by Global Horizon Training Center, drawing upon the industry-standard APQC American Productivity & Quality Center knowledge management framework. This course equips professionals with the skills, tools, and strategic approaches necessary to build, manage, and sustain high-impact knowledge management initiatives within organizations. With a focus on real-world application and APQC's proven methodologies, participants will gain the confidence to lead and innovate in their knowledge management roles.

### Objectives

By the end of the course, participants will be able to:

- Understand the principles and lifecycle of knowledge management using the APQC framework.
- Design and implement effective knowledge strategies aligned with organizational goals.
- Develop KM governance, culture, and infrastructure.
- Identify, capture, share, and apply knowledge to enhance organizational performance.
- Use metrics and tools to measure and improve KM initiatives.
- Promote a culture of continuous learning and collaboration across departments.

### Organizational Impact

Organizations will benefit from:

- Improved knowledge sharing and reduced knowledge loss.
- Increased employee productivity and decision-making capabilities.
- Accelerated innovation and learning.
- A structured and sustainable approach to managing knowledge assets.
- Stronger alignment between knowledge initiatives and business strategy.
- Enhanced collaboration across functional silos.

## Target Audience

This course is ideal for:

- Knowledge Managers and KM Practitioners
- HR and Learning & Development Professionals
- IT and Digital Transformation Leaders
- Business Unit Heads and Operations Managers
- Project Managers and Change Agents
- Anyone responsible for creating or managing knowledge assets within an organization

## Outlines

### Day 1: Introduction to Knowledge Management and APQC Framework

- Overview of Knowledge Management KM
- Benefits and value of KM in modern organizations
- Introduction to APQC and its KM tools
- Understanding the APQC KM Maturity Model
- Types of knowledge: tacit vs explicit
- The KM Lifecycle and its stages

### Day 2: Knowledge Strategy and Planning

- Aligning KM strategy with business objectives
- Conducting KM assessments and readiness analysis
- Setting KM vision, goals, and roadmap
- Identifying knowledge gaps and opportunities
- Building a business case for KM
- Developing KM governance and policies

### Day 3: Capturing and Sharing Knowledge

- Methods for capturing tacit and explicit knowledge
- Knowledge mapping and content management systems
- Communities of Practice CoPs
- Knowledge retention and transfer techniques
- Social and collaborative tools for knowledge sharing
- Designing knowledge-sharing workflows and processes

#### Day 4: Enabling KM Through Technology and Culture

- KM tools and technologies overview
- Role of IT in enabling KM initiatives
- Creating a knowledge-sharing culture
- Change management strategies for KM adoption
- Engaging leadership and stakeholders
- Training and capacity building for KM

#### Day 5: Measurement, Improvement, and Certification

- Defining KM success and performance indicators
- KM metrics and benchmarking using APQC standards
- Continuous improvement of KM processes
- Final case study: Developing a KM implementation plan
- Certification assessment and feedback session
- Action planning and wrap-up

## Registration form on the Training Course: Certified Knowledge Manager □ APQC

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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
- ☐ Please invoice me
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### Easy Ways To Register

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