



*Training Course:
Certified Knowledge Manager – APQC*

9 - 13 November 2025

Dubai (UAE)

Residence Inn by Marriott Sheikh Zayed Road, Dubai

Training Course: Certified Knowledge Manager □ APQC

Training Course code: SC235964 From: 9 - 13 November 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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