

DAY ONE

08 45 – 09 00 hrs	REGISTRATION OF PARTICIPANTS
09 00 – 10 30 hrs	Introduction to Knowledge Management <ul style="list-style-type: none"> • What is KM? • Why KM? • KM Definitions
10 30 – 10 45 hrs	<i>Tea Break</i>
10 45 – 12 15 hrs	Introduction to Knowledge Management (Contd) <ul style="list-style-type: none"> • KM Principles <ul style="list-style-type: none"> (i) Processes (ii) Structure (iii) System and Tools
12 15 – 13 00 hrs	<i>LUNCH</i>
13 00 – 14 15 hrs	Understanding The Four Dimensions Of Knowledge Management <ul style="list-style-type: none"> • Personal KM • Team KM
14 15 – 14 30 hrs	<i>Tea Break</i>
14 30 – 16 00 hrs	Understanding The Four Dimensions Of Knowledge Management (contd) <ul style="list-style-type: none"> • Organizational KM • Inter-organizational KM • Case Study

DAY TWO

09 00 – 10 30 hrs	KM Development <ul style="list-style-type: none">• Roles and responsibilities• Processes, methods and Tools• Knowledge competencies
10 30 – 10 45 hrs	<i>TEA BREAK</i>
10 45 – 12 15 hrs	KM Development (contd) <ul style="list-style-type: none">• Knowledge Networks• KM Technologies• KM Measures• Case Study
12 15 – 13 00 hrs	<i>LUNCH</i>
13 00 – 14 15 hrs	Implementing KM <ul style="list-style-type: none">• Awareness & Understanding• Analysis and Planning
14 15 – 14 30 hrs	<i>Tea Break</i>
14 30 – 15 45 hrs	Implementing KM (contd) <ul style="list-style-type: none">• Choosing the right KM technique• Compiling Knowledge assets• Case Study
15 45 hrs	Evaluation and Award of Certificate