APPLYING KNOWLEDGE MANAGEMENT TO UNLOCK INSIGHTS
DATE: 30TH JANUARY TO 3RD FEBRUARY 2023
VENUE: SUN AFRICA BEACH RESORT (COCOA BOUTIQUE HOTEL), MOMBASA
COST: KSHS 92,500 EXCLUDING VAT PER PERSON
NITA APPROVAL: NITA/TRN/916

INTRODUCTION

As the knowledge-based economy grows exponentially, the knowledge assets become invaluable to the organizations. Effective use of knowledge has been crucial to the organization's survival and success in competitive global markets and has a strong potential to problems solving, decision making, organizational performance enhancements and innovation. Effective use of knowledge, stated in a more academic way, is Knowledge Management.

Knowledge Management defines a systematic, explicit and deliberated building processes required to manage knowledge, the purpose of which is to maximize an enterprise's knowledge-related effectiveness and create values (Bixler & Stankosky, 2005) . The process incorporated in KM includes collecting, organizing, clarifying, disseminating and reusing the information and knowledge throughout an organization. Dealing with knowledge is the main theme of Knowledge Management.

Successful Knowledge Management has maturity, dynamic and self -growth attributes. Maturity attribute means Knowledge Management should be strong enough to handle the turbulence in performance yet flexible to adapt to changes. Also, Knowledge Management should align with the organizational policy, strategies, culture and structure, and provide an environment with well disciplined, value -added and relevant knowledge to generate and introduce innovation and challenging ideas.

OBJECTIVES OF THIS TRAINING

The purpose of the Knowledge Management process is to share perspectives, ideas, experience and information; to ensure that these are available in the right place at the right time to enable informed decisions; and to improve efficiency by reducing the need to rediscover knowledge. The objectives of Knowledge Management are to:

- Improve the quality of management decision-making by ensuring that reliable and secure knowledge, information and data is available through the service lifecycle.

- Enable the service provider to be more efficient and improve quality of service, increase satisfaction and reduce the cost of service by reducing the need to rediscover knowledge.

- Ensure that staff have a clear and common understanding of the value that their services provide to customers and the ways in which benefits are realized from the use of those services.

- Maintain a Service Knowledge Management System (SKMS) that provides controlled access to knowledge, information and data that is appropriate for each audience.

BENEFITS TO YOUR ORGANISATION

Organizations can increasingly rely on knowledge shared across individuals to produce innovative solutions to problems, as well as, to develop more innovative organizational processes. Knowledge Management has been found to enable frequent improved brainstorming, thus enhancing process innovation. Knowledge Management can enable organizations by better exploitation of new ideas. "The power of intellectual capital is the ability to breed ideas that ignite value".

Knowledge Management impact on products can help organizations offer new products or improved products that provide a significant additional value as compared with earlier products. Value-added products also benefit from Knowledge Management due to the effect the latter has on organizational process innovation. Knowledge Management Impacts on Knowledge-Based Products. Knowledge Management can have a significant impact on products that are knowledge based, e.g.: - Consulting - Software development Consultants can quickly access and combine the best available knowledge and bid on proposals that would otherwise be too costly or too time-consuming to put together.

Organizations can place solutions to software problems of customer in a shareable knowledge base. Let customers download software patches based on their answers to an automated "wizard" system that prompts customers with a series of questions aimed at diagnosing the customer needs. In knowledge-based industries, Knowledge Management is often necessary just for mere survival. Knowledge Management Impacts on Organizational Performance "Ideas are capital. The rest is just money". It reflects the belief that investments in Knowledge Management should be viewed as capital investments, to produce long-term benefits to the entire organization, instead of assets providing value only at the present time.

BENEFITS TO PARTICIPANTS

Knowledge Management can have the following impacts on people:

- Knowledge Management can facilitate employee learning.
- Knowledge Management can facilitate employee adaptability and cause employees to become more flexible.
- Knowledge Management can also enhance employee job satisfaction.
- Knowledge Management impacts on employee learning. This can be accomplished through externalization e.g., writing a report on lessons learned from a project internalization e.g., when employees preparing for a later project, can read it.
- Socialization e.g., through joint activities, such as, meetings or informal chats, communities of practice, an organic and self-organized group of individuals who are dispersed geographically or organizationally but communicate regularly to discuss issues of mutual interest.
- Knowledge Management can impact employee adaptability as follows: - Employees are likely to adapt, when they interact with each other. They are more likely to accept change and - They are more prepared to respond to change and less likely to be caught by surprise!

TARGET COMPETENCIES

This training aims to up skill participants with the following competencies based on improving performance five important areas:
- Strategy development
- Management techniques
- Collaboration mechanisms Knowledge sharing and learning processes.

TARGET GROUP

The target group for this course includes:

- Monitoring & Evaluation Officers
- Librarians
- Records Managers /Officers
- HR Personnel
- Knowledge Management Coordinators
- Documentation Officers
- Information & IT Officers
- Quality Officers

- Project Managers/Officers
- Data Management Personnel

OUR TRAINING METHODOLOGY

At DGMB, we have spent a couple of years developing and refining our training approach in this area. Our methodology has several features that will ensure your staff experience a robust and relevant program; one that strengthens team dynamics and the organization deliver improved results. Some of the highlights of our unique approach are:

♦ Reduced Emphasis on Formal Training

We base our course designs on the 70:20:10 paradigms. Research indicates that about 70% of what adults learn is through on-the-job experience, 20% through social learning, and 10% through formal training. We present information in ways that engage participants and generate plenty of discussion and sharing of experiences. We also provide individual and group assignments that encourage participants to integrate new concepts into their daily work.

♦ Practical and Relevant Content

In assessing and designing customer service and communications skills course, we remembered Hermann Ebbinghaus' famous 'forgetting curve' that shows we forget 50% of learned material within one hour unless it is put into practice. Our needs analysis and instructional design practices produce engaging, real-world learning materials, customized so that participants relate fully with the content.

♦ Employing the Wisdom of Renowned Management Thinkers

We employ the wisdom of renowned academics and authors on business and management like Henry Mintzberg who believes that:
  ✓ management should emphasize teamwork, rather than rely on heroic individualism
  ✓ effective staff are reflective in the context of taking action
  ✓ management development works best as social learning in small groups

♦ Research-supported Methods

Our training delivery is always informed by research on adult learning principles and by our experience as organizational development consultants, instructional designers and facilitators. Consequently, we include plenty of opportunities for learners to apply key concepts, using scenarios and simulations, personal action plans, accountability partners, and other techniques. These methods ensure participants retain what they have learned, apply what they have learned quickly, refine their approach, and internalize learning for long-term use.

♦ Uncommon Focus

Few training firms follow good design principles consistently because it takes time, sustained focus and clarity. Compared to other strategies and methodologies, DGMB's program will:
  ✓ Help you build strong internal communities
  ✓ Help staff learn more rapidly

✓ Build in lasting change through reflection

✓ Create working teams that are more cohesive, resilient, and productive

In this we have combined the following training approaches:

i.   Presentations through lecturing, group exercises, demonstrations and group discussions including presentations to enable interactions between the facilitators and the participants and among participants.

ii. Discussions on topical issues arising from the various sessions and during the scheduled plenary discussions.

iii. Citation of real case scenarios to enhance understanding of the core concepts, issues and training strategies

iv. Role play, games and hands-on exercises

v.   Held plenary sessions to identify way forward

DGMB has deployed modern training aids aimed at making the training more exciting, inspiring and interesting. The teaching aids are numerous and serve different purposes. We used the following teaching aids to be very effective in capturing the imagination of the trainees:

✓ Overhead Transparencies (Colored power point slides), Demonstrations and emailed training materials to each participant.

COURSE DURATION

The course duration is **five (5) days** that will run as per our proposed course content below. The length of the training is adequate to cover the entire course. Over the duration of the training, participants will learn the strategic value administrative support to their respective organizations.

COURSE CONTENT:

Our training program on attaining excellence in administrative skills, is detailed, innovative, and value for money to delegates. Our course is applicable across all industries and sectors of the economy. Our detailed contents of this five -day intensive training is shown below:

TIME TABLE:

Find below the programme for this seminar:

DAY ONE	
8:00 am – 8:30 am	Arrival, Registration and Climate Setting
8:30 am – 10:30 am	Introduction To Knowledge Management
10:30 am –11:00 am	**Mid-morning Break and Refreshments**
11:00 am – 1:00 pm	Components Of Knowledge Management (Governance and People)
1:00 pm – 2:00 pm	**Lunch Break**
2:00 pm – 4:00 pm	Knowledge Management Processes & Case Study
4:00 pm – 4:15 pm	**Coffee/Tea, Wrap Up & End of Day One**
DAY TWO	
8:00 am – 8:30 am	**Arrival, Registration and Climate Setting**
8:30 am – 10:30 am	Knowledge Management and Technology
10:30 am –11:00 am	**Mid-morning Break and Refreshments**
11:00 am – 1:00 pm	Knowledge Management and Organizational Strategy
1:00 pm – 2:00 pm	**Lunch Break**
2:00 pm – 4:00 pm	Organizational Structure & Critical Knowledge
4:00 pm – 4:15 pm	**Coffee/Tea, Wrap Up & End of Day Two**
DAY THREE	
8:00 am – 8:30 am	**Arrival, Registration and Climate Setting**
8:30 am – 10:30 am	Knowledge Management and Organizational Culture
10:30 am –11:00 am	**Mid-morning Break and Refreshments**
11:00 am – 1:00 pm	Knowledge Management Documentation
1:00 pm – 2:00 pm	**Lunch Break**
2:00 pm – 4:00 pm	Knowledge Management Success & Failure Factors
4:00 pm – 4:15 pm	**Coffee/Tea, Wrap Up & End of Day Three**
DAY FOUR	
8:00 am – 8:30 am	**Arrival, Registration and Climate Setting**
8:30 am – 10:30 am	Knowledge Management Success & Failure Factors; Case Study
10:30 am –11:00 am	**Mid-morning Break and Refreshments**
11:00 am – 1:00 pm	Knowledge Management Principles
1:00 pm – 2:00 pm	**Lunch Break**
2:00 pm – 4:00 pm	Successful Implementation of Knowledge Management

4:00 pm – 4:15 pm	**Coffee/Tea, Wrap Up & End of Day Four**
DAY FIVE	
8:00 am – 8:30 am	Arrival, Registration and Climate Setting
8:30 am – 10:30 am	Trends To Watch in Knowledge Management, Km Diffusion,
10:30 am –11:00 am	Planning and Sustainability
11:00 am – 1:00 pm	The Role of Emotional Intelligence
1:00 pm – 2:00 pm	**Special Lunch, Graduation, Wrap Up & End of Training**

YOUR INVESTMENT

We shall offer this training at a professional fee of **Kshs 92,500 per person excluding VAT**, for the entire duration of the course. This fee will cover the following:
- ✓ Curriculum development, Course preparations, Training delivery, Certification & Take-home materials
- ✓ Group photo, Conference venue & Lunch and Tea/Coffee

However, participants will cater for their transport and accommodation expenses.

ADMINISTRATION DETAILS

DATE: 30th January to 3rd February 2023   Time: 8:00 a.m. – 5:00 p.m.
Venue: Sun Africa Beach Resort (Cocoa Boutique Hotel), Mombasa
Attire: Smart Casual
For enquiries or registration call **David** on: (+254) 722 352 680 or Josephine on (+254) 787 352 680
Alternatively send email to: training@dgmbtraining.co.ke or dgmbfinance@gmail.com

PRE-REQUISITES

No prior detailed knowledge of KM skills is required.

QUALITY ASSURANCE

DGMB Training Solutions Ltd strives to provide you with the most productive, effective and value for money training experience possible. If after completing the course you feel there is some way we can improve, please write your comments on the evaluation form provided upon your arrival.

TERMS AND CONDITIONS

Disclaimer: All registrations are subject to session availability. All speakers, sessions and prices were confirmed and correct at the time of printing. DGMB Training Solutions Limited reserves the right to change speakers and program details as required in addition to making changes to the schedules, venue or cancel the event altogether.

Privacy notification: DGMB Training Solutions Limited respects the privacy of individuals, their sponsors, Organizations and acknowledges that the information you provide on registration form is confidential and third parties would not have access to. DGMB Training Solutions Limited collects this information for purposes of processing your registration and providing you information (via email and/ or mail) on upcoming events, specific products and services provided by or associated with DGMB Training Solutions Limited. Kindly register by 5pm, two working days prior to the training to enable us to cater for your course materials and catering requirements.

Notice of withdrawal: Unless written notice of withdrawal is received before the closing date of the programme, the full fee is still due in the event of non-attendance. However, DGMB Training Solutions Limited accepts replacement(s) or substitution, made in writing, prior to the commencement date of the Seminar. However, no substitution of participant(s) is allowable after the commencement of the training.

CERTIFICATE OF PARTICIPATION

Participants will be awarded certificates after completing this course.

TRANSPORT AND ACCOMMODATION

Participants will cater for their own transport and accommodation.

HOW TO PAY

1. Issue Cheques in the name of "DGMB Training Solutions Ltd" or
2. Remit the Training fees via RTGS or Electronic Funds Transfer (EFT) to our Bank, the details are: - Account Name: - DGMB Training Solutions Limited, Bank: Cooperative Bank of Kenya, Branch: City Hall Branch, Nairobi, Account Number: - 01148231039600 and Branch Code: - 11049.
3. Our PIN is P051349463P