

1 - Day, Corporate Excellence via KM & Biz Intelligence Workshop

Corporate Excellence via KM & Biz Intelligence! – 1 Day Course

Corporate Excellence - Knowledge Management - Business Intelligence ... It's in the CEO's and all CxO's agenda of any organization! Success stories worldwide shows that managing knowledge and biz intelligence can differentiate a company and lead to a genuine long-term competitive advantage. But, why do some companies achieve it, while others struggle...? The answer lies in developing effective knowledge sharing culture, openness to accept failures, effective metrics and measures to put new ideas into action.

By forming a clear organization-specific strategy, understanding the relevant knowledge and innovation drivers, and improving futures thinking, organizations can improve their ability to make optimal decisions and execute them both with existing processes and by business processes and intelligence. While KM, BI and Innovation/Invention are critical capabilities for companies today, but how good a job do most companies do in exploiting the intellectual assets they have already created? By effectively managing the knowledge environment, companies can rely on the existing corporate memory and tap onto the corporate collective wisdom.

The fruit of embracing KM and BI is the organization that is agile that promotes an ongoing and never ending positive customer experience management!

Workshop Objectives – One Day Sessions will cover insights WRT:

1. Effectively Managing the Organization's Knowledge Environment
2. Harnessing & Reusing the Corporate Collective Wisdom
3. Achieving Corporate Excellence via KM & BI

Who should attend?

- 1) Chairman, CEO's, SVP's, VP's, Directors and General Management Personnel
- 2) Corporate Human Resources, Quality, Learning (Education & Training) Management Team
- 3) Corporate Knowledge Management, Biz Analytics & Biz Intelligence Team
- 4) Business Managers – Sales, Marketing & Biz Development Team

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Session wise Program details:

Session I: [9:30 am – 11:00 am]

1. Effectively Managing the Organization's Knowledge Environment

- a. Explicit, Embedded and Tacit Knowledge: SECI (Socialization – Externalization – Combination – Internalization)
- b. Data – Info' – Knowledge – Intelligence – Wisdom Perspectives
- c. Enterprise Document – Content – Information – Portal – Dashboard Perspectives
- d. Employee – Expert – Community – Collaboration – Knowledge Connectivity
- e. Enabling KM by Organization Culture & Change Management

Session II: [11.15 am – 1:15 pm]

2. Harnessing & Reusing the Corporate Collective Wisdom

- a. Communities of Interest – Communities of Practice (Practitioners) – Centres' of Competency – Centres' of Excellence – Centres' of Services
- b. Business Strategy Audit – Knowledge Needs Audit – KM Readiness Audit – Knowledge Audit – Knowledge Maps & Gaps

Session III: [2:15 pm – 3:15 pm]

3. Harnessing & Reusing the Corporate Collective Wisdom

- a. KM Program Management: Organization wide KM – Roles & Responsibilities, Critical Success Factors & Key Result Areas
- b. KM Case Studies & Class Room Break Out Presentations

Session IV: [3.30 pm – 5:30 pm]

4. Achieving Corporate Excellence via KM & BI

- a. KPO – Business Research / Analytics / Intelligence, Intellectual Capital Management, Intellectual Property Rights, Copy Rights / Patent Management
- b. Knowledge Management Maturity Models (KMMM)
- c. KM Measures & Metrics – RoI, RoKI (Return on Knowledge Invested) and VoI

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What do the participants stand to gain?

- Participants can get on to hands-on Innovation/KM/BI Program Management
- Participants can promote KM & BI via Change & Culture Perspectives
- Participants can gain practitioner insights to Business – People – Process – Technology Perspectives of how to effectively manage the knowledge environment
- Participants can Achieve Corporate Excellence via KM & BI Practice

Other Details:

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