

► OVERVIEW

INTRODUCTION

The Programme in Knowledge Management of USB Executive Development (USB-ED) provides participants with a sound understanding of the basic practices and principles of knowledge management (KM). Participants are also equipped with applied competencies to increase performance, benefitting both the organisation and its employees.

WHAT SETS THIS INTERVENTION APART?

This programme aims to furnish participants with the range of skills required to turn an organisation's intellectual and knowledge assets (tangible as well as intangible) into greater productivity, new value and increased competitiveness and offers a balanced approach to all KM fundamentals.

PAST PARTICIPANTS' COMMENTS

"Well-structured and thoroughly enjoyable." – Avril Petersen, Manager, Department of Economic Development and Tourism

"Valuable and well-organised. I would definitely recommend it to others." – Peter Gomucha Morapedi, Manager: Human Resources, University of Botswana

"The programme was insightful and gives the nuts and bolts of Knowledge Management for implementation purposes." – Cleopas Chiketa, Learning & Development Manager, Econet Wireless, Zimbabwe

► WHO

WHO SHOULD ATTEND?

This programme is designed for managers, professional specialists, entrepreneurs and knowledge workers in general who engage or wish to engage with knowledge to enhance all functions, activities and outcomes of their organisation.

ADMISSION REQUIREMENTS

It is assumed that participants comply with the following requirements: English language competence at NQF level 4. Sufficient ability to read and comprehend learning material, and to write assignments and follow/ participate in discussions on management issues.

FACULTY PROFILE

Prof Ben Fouché | Dr J Gretchen Smith

► WHAT

CONTENT OVERVIEW

The following themes will be covered:

- The principles and foundations of knowledge management
- The learning organisation, organisational culture, and creating strategic advantage
- Knowledge management strategy development and implementation
- Building a collaborative environment through knowledge networking, interconnectivity and communities of practice
- Tools and processes to identify and assess (audit) knowledge needs and practices
- The relationship between knowledge management and change management
- Knowledge modelling and content management
- Appropriate information and communications technologies to use in knowledge management.

NQF ALIGNMENT

This programme is presented on the complexity level of an NQF 6.



WHEN & WHERE

CAPE TOWN

- 3 - 7 September 2012

FEES

FEES

R12 300

Please note that programme fees, faculty and dates are subject to change.

ENQUIRIES

CONTACT PERSON:

Zenobia Petersen

Tel +27 (0)21 918 4475

Fax +27 (0)21 918 4478

E-mail zenobia.petersen@usb-ed.com



► BENEFITS

HOW WILL YOU BENEFIT?

After completing this programme, the successful participant will be equipped to:

- appreciate how leveraging both tacit and explicit knowledge can create strategic benefit, competitive advantage and value for an organisation
- relate knowledge roles to leadership
- understand the relationship between knowledge management and various business processes
- understand the importance of knowledge networking, set up communication networks, and derive benefit from the process
- participate in an information and knowledge audit
- know which information and communication technologies to apply in knowledge management
- participate in the development of a knowledge management strategy and implementation programme.

CERTIFICATION

On successful completion of the programme, participants will receive a certificate from the University of Stellenbosch.

► FEES

FEES

R12 300

Fees include programme fees, programme material, lunch and refreshments, and are payable before the commencement of the programme.

CANCELLATION POLICY

It is of utmost importance that USB-ED be formally notified of cancellation 14 days prior to the commencement date of the programme.

A cancellation fee of 10% will be payable for cancelling fewer than 14 days prior to the commencement of the programme.

Please note that programme fees, faculty and dates are subject to change.