

INSTITUTIONAL MEMORY & KNOWLEDGE MANAGEMENT

OBJECTIVES OF THE PROGRAMME

By the end of this programme participants will be able to use the knowledge gained to:

- Be able to implement methods/techniques for the uncovering, preservation, retaining and sharing of knowledge in organisations
- Design a plan for the successful implementation of a community of practice in an organisation
- Successfully manage the loss of knowledge in an organisation undergoing radical change
- Write a plan for the successful implementation of Institutional Memory (tacit knowledge) management

LEARNING OUTCOMES

Regarding knowledge and knowledge management the participants will be able to understand and explain:

- The clear distinction between explicit knowledge and tacit knowledge
- The strategic importance of tacit knowledge for organisations and why knowledge management has become an intrinsic part of good corporate business strategy
- The importance of knowledge management for as well as reasons for success or failure

Regarding institutional memory the participants will be able to understand and explain:

- What institutional memory is
- The importance of institutional memory for organisations
- The causes of losing institutional memory
- What the loss of institutional memory means for the organisation
- Regarding the uncovering, preservation, retaining and sharing of knowledge the participants will be able to understand and explain:
 - Understand the difference between the uncovering of explicit knowledge and tacit knowledge
 - Implement specific methods / techniques to uncover, preserve, retain and share knowledge and institutional memory
 - How it is possible for organisations to successfully manage the loss of knowledge in an organisation undergoing radical change
 - Use the knowledge gained from the case studies of the Eureka project of Xerox and/or the CALL project of the US Army to write a blueprint for the reusing of knowledge in an organisation



Who Should Attend?

The short learning programme will be of direct benefit to all persons with a need to understand how they can use information and knowledge to their own benefit and that of their organisation, for example information managers, knowledge managers, information technologists, librarians, human resources managers and business analysts.

Mode of delivery:

Face to face OR Online

Duration: Face to Face



1 Day

Duration: Online



3 Weeks

Accreditation:

- Short learning programmes are accredited with the UFS and recognition to predefined formal programmes is available through Recognition of Prior Learning (RPL).
- All short learning programmes can be customised and offered on an in-house basis.
- NQF level: 5
- Credits: 4

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PROGRAMME OUTLINE

- The importance of knowledge
- Converting one type of knowledge to another
- Institutional / organisational memory
- The importance of organisational memory
- Causes of losing organisational memory
- The effects of the loss of organisational memory
- Knowledge management
- Why knowledge management often fails
- Why knowledge management often succeeds
- Ways of knowledge acquisition, preservation and sharing
- Knowledge management: methods attempting to retain
- Best practice: capturing and preserving knowledge for reuse
- Communities of practice



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