BTS
Training & Consultancy

Knowledge & Innovation Management

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Knowledge & Innovation Management

Course Summary:

This seminar defines and reinforces the importance of leveraging an organisation's information through proper management. Participants will be presented with techniques for implementing knowledge base tools and best practices for evolving the help desk or call centre into a world-class knowledge centre. Knowledge base selection, implementation, development, maintenance, and evaluation will also be covered.

Course Outline:

Topics Include:

- Knowledge management standards in the 21st century
- Selecting knowledge management tools
- Evaluating and organising existing knowledge
- Best practices for writing solutions
- The three C's of knowledge management: Capture, Catalogue, and Communicate
- Maintaining and evaluating the knowledge base

Seminar Outline Introduction to Knowledge Management

- Knowledge management defined
- Information vs. knowledge
- Components of effective knowledge management
- Appropriate knowledge management
- World-class knowledge management

Creating a STEM (subject , type, element, module)

- Introduction to STEM (subject , type, element, module)

- Foundation
- STEM methodology

Selecting a Knowledge Management Tool

- Evaluating tools
- Factors that influence choice of tools

Writing a Solution - Best Practices

- Knowledge management best practices
- Common errors in processing information
- Consistency
- Validating solutions

Maintaining a Knowledge Base

- Training the team
- Maintaining knowledge base tool
- Maintaining consistency

Evaluating Knowledge Base Effectiveness

- Promoting a positive image
- Customer involvement in evaluation

Marketing the customer support centre