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COURSE BROCHURE

# Advanced Knowledge Management Training and Development Course

12 – 23 April 2027
Vienna

# Advanced Knowledge Management Training and Development Course

**Ref:** 319_10816 **Date:** 12 – 23 April 2027 **Location:** Vienna **Fees:** 10600 GBP

Knowledge Management Training and Development is a 2-week training course for knowledge managers, learning and development leads and HR business partners, who build a Knowledge Strategy and Learning Integration Roadmap during the course. Organisations now lose critical know-how through retirement, turnover and fragmented repositories faster than formal learning can replace it. Jupiter Prime Training runs this course to connect knowledge strategy with talent growth.

## Why Knowledge Management Training and Development Matters Now

Three forces shape the subject today: an ageing expert workforce, hybrid working that weakens informal learning, and AI-assisted search that rewards well-structured content and punishes poorly tagged repositories. Organisations that treat knowledge as an asset shorten time to competence, repeat fewer mistakes and keep expertise when people leave; those that neglect it pay for rework, duplicated projects and slow onboarding. The course rests on ISO 30401 Knowledge Management Systems Requirements, recognised maturity models and established practices such as communities of practice and after-action reviews.

## Who Gains Most from Knowledge Management Training and Development

- Leaders accountable for an organisation-wide knowledge strategy and its sponsorship
- Learning and development heads who design curricula, pathways and onboarding
- HR business partners who shape competency frameworks, succession and recognition
- Owners of intranets, repositories and content standards across business units
- Heads of engineering, project or service functions whose results depend on reusable expertise

Teams that send a knowledge lead, an L&D lead and an HR partner together gain most, because the roadmap needs all three to agree on priorities.

## Knowledge Management Training and Development Capabilities

Participants leave able to turn audits, taxonomies and communities into a measurable link between what the organisation knows and how its people grow.

- Assess critical knowledge risk across processes and roles — investment priorities for sponsors
- Design a knowledge strategy and operating model — alignment with corporate objectives
- Build an enterprise taxonomy and metadata scheme — findability for every repository user
- Apply communities of practice and lessons-learned loops — reuse of field experience
- Align learning pathways with captured expertise — development decisions of L&D and HR

- Calculate maturity gaps and select KM metrics — progress reporting to executives

## Key Knowledge Management Training and Development Terms

- Tacit knowledge — Know-how held in people's experience and judgement that is hard to write down and is passed on mainly through conversation and practice.
- Knowledge audit — A structured review of what knowledge an organisation holds, where it sits, who owns it and where critical gaps exist.
- Community of practice — A group of people who share a professional domain and meet regularly to solve problems and improve their practice together.
- After-action review — A short facilitated discussion after an activity asking what was planned, what happened, why, and what to change next time.
- Taxonomy — An agreed hierarchy of categories and terms used to classify content so that people and search engines can find it consistently.
- KM maturity model — A staged scale describing how developed an organisation's knowledge practices are, used to set targets and measure progress.

## Knowledge Management Training and Development Day by Day

### Day 1: Forces Reshaping Organisational Knowledge

- Knowledge Loss From Retirement and Turnover — Exposure of Critical Capabilities
- ISO 30401 Knowledge Management System Requirements — Scope of the Strategy
- Knowledge Flows Between Learning and Operations — Where Value Leaks Away
- Stakeholder Map of Knowledge Owners — Sponsorship and Accountability Choices
- Learning Organisation Principles — Cultural Readiness for Knowledge Sharing

### Day 2: Knowledge Audit and Mapping

- Knowledge Audit Interviews and Surveys — Baseline of Critical Know-How
- Knowledge Mapping by Process and Role — Gaps Requiring Intervention
- Critical Knowledge Risk Scoring — Priority Domains for Investment
- Knowledge Asset Inventory — Ownership and Stewardship Assignments
- Audit Findings Synthesis — Case for Change Presented to Executives

### Day 3: Knowledge Strategy Design

- Codification Versus Personalisation Strategy — Balance Suited to the Business Model
- Knowledge Strategy Canvas — Alignment With Corporate Objectives
- KM Operating Model Options — Central, Federated or Embedded Roles
- Knowledge Sharing Policy and Principles — Expected Behaviours of Staff
- Initiative Prioritisation Matrix — Sequencing of Knowledge Investments

### Day 4: Taxonomy and Findability

- Enterprise Taxonomy Design — Consistent Tagging Across Repositories
- Metadata Schemas and Controlled Vocabularies — Search Precision for Users
- Card Sorting and Tree Testing — Validation of Navigation Structure
- Content Lifecycle and Archiving Rules — Retention of Reusable Assets
- Findability Benchmarks — Repository Investment and Clean-Up Decisions

## Day 5: Communities of Practice

- Community of Practice Charter — Purpose, Domain and Membership Choices
- Community Facilitator Role Design — Moderation and Energy Over Time
- Community Health Indicators — Renewal or Retirement of Communities
- Peer Assist Sessions — Borrowing Expertise Before Projects Start
- Online Collaboration Platform Choices — Fit With Working Patterns

## Day 6: Lessons-Learned Loops

- After-Action Reviews — Immediate Improvement Following Each Activity
- Retrospects at Project Close — Reusable Insight for Future Bids
- Lessons Database Structure — Retrieval at the Point of Need
- Lesson Validation and Closure — Changes to Procedures and Standards
- Storytelling for Knowledge Transfer — Memorable Learning From Experience

## Day 7: Embedding Knowledge in Talent Development

- Competency Frameworks Linked to Knowledge Domains — Development Priorities
- Learning Pathways Built From Captured Expertise — Curriculum Decisions
- Mentoring and Coaching for Know-How Transfer — Pairing Choices
- Knowledge Sharing in Performance Objectives — Recognition and Reward Design
- Onboarding Knowledge Packs — Speed to Competence for Newcomers

## Day 8: Knowledge Maturity and Measurement

- KM Maturity Models — Current State and Target Level Setting
- KM Metrics Framework — Activity, Output and Outcome Indicators
- Return on Knowledge Investment Narratives — Executive Funding Decisions
- Knowledge Dashboard Design — Reporting Cadence to Sponsors
- Maturity Gap Analysis — Milestones and Capability Building Choices

## Day 9: Culture and Technology Enablers

- Knowledge Culture Diagnostics — Barriers to Sharing and Trust
- KM Adoption Change Plan — Sponsors, Champions and Communication
- AI-Assisted Search and Content Curation — Opportunities and Quality Controls
- Intranet and Repository Architecture — Platform Rationalisation Decisions
- Knowledge Champions Network — Local Ownership in Business Units

## Day 10: Practising the Knowledge Strategy and Learning Integration Roadmap

- Audit and Mapping Findings Consolidation — Priority Knowledge Domains Confirmed
- Taxonomy and Community Design Choices — Roadmap Workstreams Defined
- Talent Development Integration Points — Learning Pathway Commitments Agreed
- Maturity Targets and Metrics Selection — Measures of Roadmap Progress
- Knowledge Strategy and Learning Integration Roadmap — Final Sponsor Presentation

## Applying Knowledge Management Training and Development After the Course

- Lead a knowledge audit of one critical function, scoring knowledge risk by role and feeding the results into next year's learning pathways.
- Launch or relaunch one community of practice with a charter, a facilitator and after-action reviews linked to the lessons database.

## Knowledge Management Training and Development Questions FAQ

### What is knowledge management training and development, and why does it matter now?

It is the discipline of capturing, sharing and reusing organisational know-how and linking it to how people learn. It matters now because expert retirements, hybrid working and AI-assisted search all expose organisations whose knowledge is scattered, untagged or held by a few individuals.

### Which roles gain most from knowledge management training and development?

Knowledge managers, L&D leads and HR business partners gain most. Repository owners and heads of expertise-heavy functions in sectors such as energy, engineering, healthcare and professional services also benefit, because their results depend on expertise moving quickly between people.

### How does this knowledge management training and development course differ from an introductory knowledge management course?

It works at strategy and integration level rather than basic concepts. An introductory course explains what KM is; this one designs audits, taxonomies, communities, metrics and talent links into one roadmap that sponsors can fund and measure.

### What will you bring back from knowledge management training and development?

You bring back a roadmap that ties priority knowledge domains to learning pathways, community designs and maturity targets. It also gives you audit templates, a taxonomy starter and a metrics set you can use with sponsors in your first month.

## Knowledge Management Training and Development: The Way Forward

The Knowledge Strategy and Learning Integration Roadmap first informs which knowledge domains receive investment and which learning pathways change. Knowledge leads, L&D heads and HR partners use it to agree priorities and report progress to sponsors. After its first cycle, revisit the maturity targets and community health indicators, since both shift as the organisation learns how it really shares expertise.