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COURSE BROCHURE

# Knowledge Management and Learning Organisation Training Course

4 – 8 April 2027
Amman

# Knowledge Management and Learning Organisation Training Course

**Ref:** 396_14036 **Date:** 4 – 8 April 2027 **Location:** Amman **Fees:** 3300 GBP

Knowledge Management and Learning Organisation is a 1-week training course for team leaders, HR officers and knowledge champions, who build a Team Knowledge Sharing Action Plan for their own unit. Most teams already hold the answers they keep searching for, yet the same questions, mistakes and reinvented documents recur because nothing helps know-how travel. Jupiter Prime Training offers this course as a hands-on route to a team that learns as it works.

## Why Knowledge Management and Learning Organisation Matter Now

Three pressures shape the subject for teams today: faster staff movement between roles and sites, hybrid schedules that remove the casual conversations where know-how used to pass, and growing volumes of documents that bury the useful few. Teams that treat sharing as a daily habit onboard newcomers faster, interrupt their experts less and stop repeating avoidable errors; teams that do not depend on a few people and lose ground every time one leaves. The course draws on the principles of ISO 30401 Knowledge Management Systems Requirements, translated into simple routines a team leader can run without a dedicated KM function.

## Who Gains Most from Knowledge Management and Learning Organisation

- Team leaders and supervisors responsible for how their people learn from each other
- HR officers who support onboarding, handovers and recognition schemes
- Knowledge champions nominated to keep shared content current in their area
- Project coordinators who want lessons from one job to reach the next
- Customer service and operations leads whose staff answer the same questions repeatedly

Departments gain most when a team leader and one or two champions attend together, so the action plan has people ready to run it from the first week.

## Knowledge Management and Learning Organisation Capabilities

Participants leave able to spot where their team keeps losing know-how and to set up light routines that keep it in circulation.

- Assess team knowledge with an inventory and who-knows-what matrix — priorities agreed with the team
- Design job aids, checklists and FAQ pages — colleagues handling routine tasks
- Build a small community of practice around one shared topic — peers across units
- Apply quick learning reviews after tasks — the next team to face the same work
- Communicate recognition that rewards sharing over hoarding — team members and HR
- Calculate simple measures such as reuse counts and time saved — department heads

## Key Knowledge Management and Learning Organisation Terms

- Learning organisation — An organisation that continually improves by capturing experience, sharing it widely and changing how it works as a result.
- Who-knows-what matrix — A simple grid listing topics against team members to show who can help and where backups are missing.
- Job aid — A short reference, such as a checklist or flowchart, used during a task to reduce errors and reliance on memory.
- Knowledge café — An informal facilitated conversation in small groups where people explore a question and share experience.
- Learning review — A brief structured discussion after a task to record what worked, what did not and what to change.
- Knowledge champion — A team member who encourages sharing, keeps content current and helps colleagues use team knowledge tools.

## Knowledge Management and Learning Organisation Day by Day

### Day 1: Why Teams Forget What They Know

- Learning Organisation Characteristics — Signs of a Team That Learns
- Data, Information and Knowledge Distinctions — Choosing What to Capture
- Cost of Repeated Mistakes and Reinvention — Case for Team Action
- ISO 30401 Principles for Teams — Simple Starting Points Without a KM Unit
- Team Leader Role in Knowledge Flow — Modelling Sharing Behaviour

### Day 2: A Simple Team Knowledge Audit

- Team Knowledge Inventory Template — Know-How, Documents and Contacts
- Who-Knows-What Matrix — Single Experts and Missing Backups
- Knowledge Loss Hotspots in Daily Routines — Handovers and Shift Changes
- Quick Interviews With Experienced Colleagues — Priority Topics to Capture
- One-Page Audit Summary — Agreed Team Priorities

### Day 3: Capture and Reuse Tools

- Team Wiki and Shared Folder Conventions — Findable Everyday Content
- Job Aids, Checklists and How-To Notes — Faster Routine Tasks
- Short Video Walkthroughs — Showing Hands-On Steps Clearly
- FAQ Pages Built From Repeated Questions — Fewer Interruptions for Experts
- Content Ownership and Review Reminders — Keeping Material Current

### Day 4: Sharing Habits, Communities and Lessons

- Knowledge Café and Lunch-and-Learn Formats — Informal Cross-Team Exchange
- Starting a Small Community of Practice — Topic, Members and Rhythm
- Learning Reviews After Tasks — Quick Lessons Capture Routine
- Working Out Loud Practices — Visible Progress and Shared Problems
- Motivation and Recognition for Sharing — Removing Reasons to Hoard

## Day 5: Practising the Team Knowledge Sharing Action Plan

- Audit Priorities Turned Into Capture Targets — Tool Choice per Topic
- Sharing Rituals Calendar — Cafés, Reviews and Community Meetings
- Simple KM Impact Measures — Reuse Counts, Time Saved and Error Trends
- Champion Roles and Leader Pledges — Responsibility for Each Action
- Team Knowledge Sharing Action Plan — Presentation to the Department Head

## Applying Knowledge Management and Learning Organisation After the Course

- Complete a who-knows-what matrix with the team and create job aids for the three topics that rely on a single person.
- Run a learning review after the next significant task and post the lessons on a team FAQ page the same week.

## Knowledge Management and Learning Organisation Questions FAQ

### What are knowledge management and learning organisation, and why do they matter now?

They are the habits and tools that help a team capture, share and reuse what it knows so it keeps improving. They matter now because staff move more often and hybrid work removes the casual conversations where know-how used to pass.

### Which roles gain most from knowledge management and learning organisation?

Team leaders, HR officers and knowledge champions gain most. Project coordinators and service or operations leads in sectors such as retail, logistics, healthcare and utilities also benefit, because their teams answer recurring questions and repeat similar tasks.

### How does knowledge management and learning organisation differ from an advanced knowledge management strategy course?

It works at team level with light tools rather than designing organisation-wide strategy. An advanced strategy course builds operating models, taxonomies and maturity roadmaps; this course gives team leaders audits, job aids, cafés and reviews they can start next week.

### What will you bring back from knowledge management and learning organisation?

You bring back an action plan for your team with capture targets, sharing rituals, champion roles and simple measures. You also bring templates for the inventory, who-knows-what matrix and learning reviews.

## Knowledge Management and Learning Organisation: The Way Forward

The Team Knowledge Sharing Action Plan first informs which topics the team captures and which sharing rituals start this month. Team leaders, champions and HR officers use it to assign owners and track reuse. After a quarter, revisit the who-knows-what matrix, since a shrinking list of single-person topics is the clearest sign the team is learning.