



Knowledge Management

SEHG-SV-2542 · Business · approx. 1 min seat time · English · 100% online, self-paced

Accreditation & industry alignments: none verified on record — institutional accreditor mapping pending

COURSE DESCRIPTION

Welcome to the Knowledge Management workshop. Today's culture thrives on knowledge. It is evident in the items we buy and in the activities we invest time in. Being knowledgeable offers an advantage when making decisions or implementing strategies. The Internet distributes knowledge at split-second rates. Laptops and smart phones bring knowledge to our fingertips. As the old adage goes, "knowledge is power." Organizations have a wealth of knowledge accessible to them through employees, and through customers. Organizations that allow knowledge to go unmanaged may be giving their competitors the upper hand in the market. The organization that is able to capture, store, and retrieve knowledge effectively is then capable of learning as an organization. A learning organization is one where employees are empowered to change and develop new methods, thoughts, and strategies that will advance the mission of their organization. Knowledge Management is the establishment of a system that captures knowledge purposefully; incorporating it into business strategies, policies, and practices at all levels of the company. This course will teach the learner how to initiate a knowledge management program at work. When it comes to knowledge management, any organization is able to implement a strategy. Wherever there are humans working together toward a common goal, there is knowledge to be harvested, stored, and dispensed as needed.

WHO THIS COURSE IS FOR

Working professionals, team leads, and career-changers who want practical, job-ready Business skills — no prior coursework required. Teams and organizations can enroll groups for consistent, measurable upskilling.

SKILLS & LEARNING OUTCOMES

Upon completion, the student will be able to:

- Understand the basic concept of knowledge management (KM)
- Identify the do's and don'ts of KM
- Identify the KM life cycle
- Identify the new KM paradigm
- Identify the KM models
- Understand how to build a KM rationale for your company

WHAT'S INCLUDED

- 1 clock hour(s) of self-paced online learning
- 12 course modules
- 0 instructional videos — 0 minutes of total video runtime
- This syllabus (PDF), downloadable for reference
- Official SEHG Certificate of Completion upon finishing the course
- Language editions: English

Delivered 100% online and self-paced in the SEHG learning platform. This section lists the materials currently delivered for this course.

MODULE MAP

- **Module 1 — Introduction**
 - Course Objectives
- **Module 2 — Understanding Knowledge Management**
 - What is Knowledge
 - What is Knowledge Management
 - A Brief History
 - Applications in the Workplace
- **Module 3 — Dos and Don'ts**
 - Data, Information, and Knowledge
 - The Tacit Mode
 - The Explicit Mode
 - Identifying Conversion Categories
- **Module 4 — The Knowledge Management Life Cycle**
 - Understanding Episodes
 - Acquisition
 - Knowledge
 - Integration
- **Module 5 — The New Knowledge Management Paradigm**
 - Paradigms of the Past
 - The New Paradigm
 - Implications and Applications
 - The Knowledge Management Endgame
- **Module 6 — Knowledge Management Models**
 - The Nonaka and Takeuchi Model (SECI)
 - Wiig Model
 - Kakabadse Model
 - Boisot Model
- **Module 7 — Building a Knowledge Management Rationale**
 - Why Rationale is Necessary
 - Building a Business Case
 - Finding Success Stories
 - The Commoditization/Customization Model
- **Module 8 — Customizing Knowledge Management Definitions**
 - Components of a Knowledge Management Definition
 - Customizing the Components
 - Sample Definitions
 - Creating a KMBOK
- **Module 9 — Implementing Knowledge Management in Your Organization**
 - Gathering Support
 - Identifying Opportunities for Revenue Streams
 - Key Knowledge Management Techniques
 - A Map for Success
 - The No-Budget Scenario
- **Module 10 — Tips for Success**
 - About the Chief Knowledge Officer
 - Knowledge Management Skill Checklist
 - The Knowledge Management Imperative
 - The Hype Curve
 - Barriers and Helpers to Success
- **Module 11 — Advanced Topics**

- The Knowledge Management Maturity Model
 - Absorptive Capacity
 - Rustiness
 - Process Model Types
- **Module 12 — Assessment**

COMPLETION & CERTIFICATION

Completion-based: a certificate of completion is issued after all course videos have been viewed.
The certificate of completion is non-credit. This course does not currently carry academic credit or CEUs.

OFFICIAL SEHG CERTIFICATE

Graduates receive the official Synergy University Education Certificate of Completion — issued by the Office of the Registrar with a unique credential ID, shareable to LinkedIn and verifiable online.

Every certificate carries a unique credential ID — verify at:

SynergyEducation.AI/verify

SUPPORT, ACCESS & POLICIES

- Support: CEO@SynergyEducation.AI
- Accessibility: ADA/WCAG 2.1 AA-first delivery; accommodations available on request.
- Academic integrity and refund policies: per SEHG student handbook.

Enroll Today

Tuition per learner (Essentials tier) — enroll online with the course code below.

\$49 · SEHG-SV-2542 · SynergyEducation.AI

Also available: instructor-led workshop kits for teams — in-person training agendas, playbooks, and facilitator materials built on this course. Contact CEO@SynergyEducation.AI.