**Managing and retaining knowledge in a construction business**

**A half-day course for construction team members to develop their understanding of how knowledge can be managed and retained effectively in a construction business.**

**Aim and Target Audience**

The aim of the course is to provide delegates with an understanding of the principles and practice of knowledge management. This includes practical approaches to retaining knowledge within a business, particularly when key members of staff are approaching retirement.

**Objectives**

At the end of the course delegates will:

1. appreciate the principles, importance and issues of knowledge management
2. understand the process of knowledge management
3. be able to plan and implement practical approaches to knowledge management within their own organisation.

**Programme**

09.00 Introduction to the course and delegates

09.20 **Understanding knowledge management**, including: definition; types of knowledge; organisational culture and knowledge management; how adults learn; and knowledge management its importance, risks and issues

10.00 **Knowledge management process**, including: search; capture; communicate; apply; and learn

10.30 ***Break***

10.45 **Practical strategies to manage knowledge**, including: development of a knowledge culture; creating time to manage knowledge; identification of key business knowledge and where this is located; disseminating and recording key knowledge; identifying and filling business knowledge gaps; effectively using experienced and knowledgeable personnel; knowledge management activities and events; and the use of technology.

12.15 Summary, questions, feedback and action planning

12.30 Course close

**Pre-course work and delivery approach**

Prior to the course delegates are asked to reflect on how knowledge is managed in their own business and identify areas of excellence and those in need of improvement. The course will include a presentation, questionnaire, discussion sessions and questions.

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