

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 managing and retaining knowledge within a business. The course is aimed at managers and functional specialists with knowledge management responsibilities.

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; adults learning; and knowledge management its importance, risks and issues

10.00 **Knowledge management process**, including: knowledge needs identification; searching; capturing; processing; storing; sharing; applying and learning

10.30 *Break*

10.45 **Practical strategies to manage knowledge**, including: developing a knowledge culture; 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, exercises and discussion sessions.
