

# APQC's On-Site Two-Day Training Course Outline: Building and Sustaining Communities of Practice

Communities of practice (CoPs) give organizations the ability to quickly exchange valuable knowledge capital and drive business results worldwide. This two-day interactive session is based on best practices findings from APQC's extensive CoP research and implementations.

## Introduction

- » Welcome
- » An APQC overview including background in knowledge management (KM)
- » Course objectives:
  - Define knowledge management and CoPs
  - Review APQC's Stages of Implementation
  - Address key elements
  - Facilitate and design effective CoPs
  - Develop a tactical launch plan
  - Create structures to sustain and evolve CoPs
  - Create meaningful measures of success
  - Identify various change management issues
- » Group discussion and activities

## Overview

- » Definition and common approaches
- » Business case
- » Critical success factors
- » Challenges
- » Types of CoPs
- » Business drivers

## Launch

- » Tactical functions
  - Prepare launch plans
  - Create measures
  - Deploy resources
- » Change management issues and activities
  - How to embed activities of change into the CoP methodology
- » Activity: Continue simulation

## Evolve

- » Support structure
- » Life cycle
- » Strategies for successful CoPs
- » Critical failure factors

## APQC's Road Map to KM Results: Stages of Implementation™

- » KM Stages of Implementation overview
- » Stage Three review
- » Key enablers for successful implementation
- » Research: Best practices and lessons learned based on APQC's research and custom projects

## Design

- » Developing the plan
- » Implementation strategies
- » Elements and characteristics of CoPs
- » Activity: Begin case study and simulation to design and launch a CoP

## Sustain

- » Key factors
- » Tracking and measuring
- » Role definition
- » Critical success factors
- » Activity: Continue simulation

## Appendices

- » Case studies
- » Assessment tools
- » White papers
- » Process Classification Framework<sup>SM</sup>
- » Others