

APQC's On-Site One-Day Training Course Outline: Knowledge Mapping

A knowledge map that details information and knowledge needs is critical to any KM initiative, whether enterprise-wide or focused on a specific business process. This one-day course focuses on understanding common KM terminology, identifying information gaps, and building effective and easy-to-use knowledge retrieval mechanisms.

Introduction

- » Welcome
- » An APQC overview including background in knowledge management (KM)
- » Course objectives:
 - Define knowledge mapping as it relates to APQC's Stages of Implementation
 - State the importance of knowledge mapping
 - Identify the different uses for a knowledge map
 - Construct an “as-is” knowledge map

Overview of Knowledge Mapping

- » Definition of knowledge mapping
- » Uses of knowledge mapping
- » Identify knowledge mapping opportunities within Stage Three of APQC's Stages of Implementation
- » Understand the importance of referencing/capturing owners of tacit knowledge
- » Understand the types of knowledge that reside within all organizations
- » Identify where to target your knowledge mapping activities

Situated Knowledge Mapping

- » State the importance of group or team participation in a knowledge mapping activity
- » Explain the value knowledge mapping can bring to an organization
- » Understand the importance of shared context for knowledge creation
- » Identify how design teams use knowledge mapping in designing a KM approach
- » Identify the various aspects of a knowledge map
- » Identify the knowledge flow in a process
- » Activity: Developing a current-state knowledge map simulation

The How-To of Knowledge Mapping

- » Identify the tactical steps for a knowledge mapping activity
- » Focusing your knowledge mapping needs
- » Identify process and resource issues
- » Develop knowledge pathways in a process
- » Validating the knowledge map
- » Activity: Continue knowledge mapping simulation