# IT Knowledge Management and Organizational Learning Training Course



29 Nov - 03 Dec 2026

Amman

3800 € (Per Person)

Ref: #IT4227_241670

## Course Introduction / Overview:

In today's fast-paced digital landscape, the ability of an IT department to capture, share, and leverage knowledge is a critical competitive advantage. This course provides a comprehensive framework for understanding and implementing effective knowledge management systems and fostering a culture of organizational learning within an IT context. We move beyond the simple concept of a knowledge base to explore the deeper dynamics of how knowledge flows within an organization. Drawing upon the foundational principles of seminal thinkers like Ikujiro Nonaka, whose work on the SECI model of knowledge creation is pivotal, we will dissect the transformation of tacit, experience-based insights into explicit, actionable information. This program, offered by BIG BEN Training Center, is meticulously designed to equip participants with the strategic tools and practical techniques needed to build a learning organization, as envisioned in works like Peter Senge's "The Fifth Discipline". Participants will learn to design and deploy robust knowledge management systems, cultivate communities of practice, and align knowledge strategies with overarching business objectives, ensuring that intellectual capital becomes a primary driver of innovation and operational excellence in their IT departments.

## Target Audience / This training course is suitable for:

- IT Managers and Team Leaders.
- Knowledge Management Specialists.
- IT Project Managers.
- Business Analysts and Systems Analysts.
- Human Resources Professionals involved in IT training and development.
- IT Support and Service Desk Managers.
- Information Architects.
- Organizational Development Practitioners.
- Chief Information Officers (CIOs) and IT Directors.

## Target Sectors and Industries:

- Technology and Software Development.
- Financial Services and Banking.
- Healthcare and Pharmaceuticals.
- Telecommunications.
- Management and IT Consulting.
- Governmental agencies and public sector organizations.
- Education and Research Institutions.
- Manufacturing and Engineering.
- Retail and E-commerce.

## Target Organizations Departments:

- Information Technology (IT) Department.
- Human Resources (HR).
- Project Management Office (PMO).
- Research and Development (R&D).
- Customer Support and Help Desk.
- Operations Management.
- Strategy and Corporate Planning.
- Training and Development.
- Quality Assurance.

## Course Offerings:

By the end of this course, the participants will have able to:

- Differentiate between tacit and explicit knowledge and their roles in IT innovation.
- Design a strategic framework for implementing a knowledge management system.
- Evaluate various technologies and platforms for knowledge capture and dissemination.
- Develop strategies to foster a culture of continuous learning and knowledge sharing.
- Establish and manage effective communities of practice within an IT environment.
- Integrate knowledge management principles with IT Service Management (ITSM) frameworks.
- Create metrics and Key Performance Indicators (KPIs) to measure the success of KM initiatives.
- Apply models of organizational learning to enhance team and departmental performance.
- Develop a governance structure for managing organizational intellectual capital.
- Lead change management efforts associated with new knowledge-sharing practices.

## Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, experiential, and participant-centered. We believe that deep learning occurs through active engagement rather than passive listening. This course utilizes a blended approach that combines expert-led presentations with a variety of practical learning tools. Participants will engage in in-depth case study analyses of real-world IT organizations that have successfully implemented knowledge management systems. Collaborative group discussions and brainstorming sessions will be used to explore complex challenges and co-create innovative solutions. Hands-on workshops will provide practical experience in areas such as knowledge mapping and designing a KMS framework. Role-playing scenarios will simulate common obstacles in fostering a knowledge-sharing culture, allowing participants to practice their change management and communication skills in a safe environment. Continuous feedback from both the instructor and peers is a cornerstone of our approach, ensuring that participants can refine their understanding and skills throughout the five-day program. The focus is on translating theoretical concepts into practical, actionable strategies that can be immediately applied in the workplace.

## Course Agenda (Course Units):

### Unit One: Foundations of Knowledge Management and Organizational Learning

- Introduction to Knowledge Management (KM) and its strategic importance in IT.
- Distinguishing between data, information, knowledge, and wisdom.
- The two types of knowledge: Tacit vs. Explicit.
- The SECI Model of Knowledge Creation (Socialization, Externalization, Combination, Internalization).
- Introduction to Organizational Learning (OL) and the Learning Organization concept.
- Peter Senge's Five Disciplines as a framework for learning organizations.
- The synergy between Knowledge Management and Organizational Learning.

### Unit Two: Designing and Implementing IT Knowledge Management Systems

- The Knowledge Management System (KMS) lifecycle.
- Conducting a knowledge audit and needs analysis in an IT department.
- Developing a comprehensive KM strategy aligned with business goals.
- Evaluating and selecting appropriate KMS technologies and software.
- Key components of a successful KMS: Capture, storage, retrieval, and dissemination.
- Designing user-friendly knowledge bases and portals.
- Integrating KMS with existing IT infrastructure and applications like ITSM tools.

### Unit Three: Cultivating a Knowledge-Sharing Culture

- The critical role of culture in the success of any KM initiative.
- Identifying and overcoming barriers to knowledge sharing.
- Strategies for building trust and psychological safety within teams.
- The role of leadership in championing a learning culture.
- Establishing and nurturing Communities of Practice (CoPs).
- Incentivizing and recognizing knowledge-sharing behaviors.
- Change management principles for KM implementation.

## Unit Four: Advanced Knowledge Management and Integration

- Knowledge mapping techniques to visualize intellectual assets.
- Strategies for knowledge retention and mitigating knowledge loss from employee turnover.
- Integrating KM with Agile and DevOps methodologies.
- The role of Artificial Intelligence (AI) and Machine Learning in modern KM.
- Social learning and the use of enterprise social networks.
- Knowledge management for IT project teams and post-project reviews.
- Ensuring knowledge security and intellectual property protection.

## Unit Five: Measurement, Governance, and Continuous Improvement

- Developing Key Performance Indicators (KPIs) for Knowledge Management.
- Measuring the Return on Investment (ROI) of KM initiatives.
- Establishing a KM governance framework with clear roles and responsibilities.
- The role of the Chief Knowledge Officer (CKO) or KM champion.
- Conducting regular reviews and audits of the KM program.
- Strategies for continuous improvement and evolution of the KMS.
- Future trends in knowledge management and organizational learning.

# FAQ:

### Qualifications required for registering to this course?

There are no requirements.

### How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

## Something to think about:

In an era of increasing automation and AI, how can organizations ensure that the tacit, human-centric knowledge of their workforce is not only preserved but also ethically integrated into intelligent systems?

## What unique qualities does this course offer compared to other courses?

This course distinguishes itself by deeply integrating the strategic, human-centric aspects of organizational learning with the technical implementation of IT knowledge management systems. While many courses focus solely on the tools and technologies for building a knowledge base, we emphasize that technology is merely an enabler. The true success of any knowledge initiative lies in cultivating a supportive culture and understanding the dynamics of human interaction, a principle deeply rooted in academic frameworks from thinkers like Peter Senge. Our curriculum uniquely bridges the gap between high-level theory and on-the-ground IT practice, providing actionable strategies for fostering communities of practice and leading change. We move beyond generic concepts to address the specific challenges faced by IT departments, such as integrating KM with ITSM and Agile frameworks. Participants will not just learn how to manage information; they will learn how to build a resilient, adaptive learning ecosystem that turns collective wisdom into a sustainable competitive advantage, focusing on the processes and people that drive true innovation.