

# CKM WORKSHOP PROGRAM

TECHNOLOGY PARK BASEL,  
SWITZERLAND 08-12 MAY, 2017

## CLASS PRE-REQUISITES

1. KM Essentials - All class participants should complete eCKM Theme 1 modules via eLearning prior to Workshop week.
2. Class participants should complete Theme 1 assessment prior to workshop week.
3. Class Submission of Biography and Interest Profiles.

## INSTRUCTORS

- **Beat Knechtli**, Senior Leadership & Development Manager, Baloise Group
- **Pavel Kraus**, President, Swiss Knowledge Management Forum and Partner, AHT intermediation
- **Michael Wyrsh**, Wyrsh & Partners GmbH
- **Stephan Bohr**, Knowledge Management Leader Advisory (Central Cluster), PricewaterhouseCoopers (PwC)
- **Barry Hardy**, PhD, Managing Director, Douglas Connect GmbH

## SUMMARY SCHEDULE

### Pre-Class

When	Who	What	Modules
April 2017	DW	KM Essentials (Virtual)	Theme 1 eCKM

### Class Overview

When	Who	What
Mon May 8	BK, BH	KM Principles, Case Study, KM Planning, Strategy, Organisational Development, Culture, Learning
Tues May 9	SB, BH	KM Methodology, Change Management, Enterprise KM, Benchmarking, Expertise
Wed May 10	PK, BH	Analysis, Competencies, Business Case
Thu May 11	MW, BH	Technology, Communications, Communities, Process-oriented KM
Fri May 12	BH	Knowledge Assessment, Case Study Discussion, Class Assessment, Class Presentations

### Post-Class

Complete eCKM Themes II-IV and online assessment tests.

# WORKSHOP SCHEDULE

Monday	Who	What	Notes
08.30-09.10	BH	Program Overview, Group Introductions	
09.10-10.00	BH	KM Principles & Models, Case Study	eCKM Theme 1, Assessment
10.00-11.40	BK	KM Framework, Strategy, Program Planning	Coffee break 10.30 – 11.00
11.40-12.40	All	Group Work & Discussions	Lunch 13.00 – 14.00
14.00-15.15	BK	Organisational Factors	Coffee Break 15.15-15.45
15.45-16.45	All	Group Work & Discussions	
16.45-17.00	All	Action Review for Day	
17.00-18.00	All	Group Presentation Preparation Work (own time)	
Tuesday	Who	What	Notes
08.30-08.50	All	Review and Discussion of Day 1 Topics	
08.50-09.50	BH	KM Methodology, Low Budget KM	
09.50-11.40	SB	Enterprise Knowledge Management, Benchmarking	Coffee break 10.30 – 11.00
11.40-13.00	SB	Expertise Profiles & Location	Lunch 13.00 – 14.00
14.00-16.45	All	Group Work & Discussions	Coffee Break 15.15-15.45
16.45-17.00	All	Action Review for Day	
17.00-18.00	All	Group Presentation Preparation Work (own time)	
19.30	BH	Group Dinner (Local restaurant)	
Wednesday	Who	What	Notes
08.30-08.50	All	Review and Discussion of Day 2 Topics	
08.50-09.50	BH	Analysis & Visualisation	
09.50-11.40	PK	Competencies, Skills & Knowledge Transfer	Coffee break 10.30 – 11.00
11.40-13.00	PK	Business Case & Metrics	Lunch 13.00 – 14.00
14.00-16.45	All	Group Work & Discussions	Coffee Break 15.15-15.45
16.45-17.00	All	Action Review for Day	
17.00-18.00	All	Group Presentation Preparation Work (own time)	
Thursday	Who	What	Notes
08.30-08.50	All	Review and Discussion of Day 3 Topics	
08.50-09.50	BH	Technology, Communications & Collaboration	
09.50-11.10	MW	Process-oriented Knowledge Management	Coffee break 10.30 – 11.00
11.40-13.00	MW	Communities of Practice	Lunch 13.00 – 14.00
14.00-16.45	All	Group Work & Discussions	Coffee Break 15.15-15.45
16.45-17.00	All	Action Review for Day	
17.00-18.00	All	Group Presentation Preparation Work (own time)	
Friday	Who	What	Notes
08.30-08.45	BH	Review and Discussion of Day 4 Topics	
08.45-09.00	BH	Certification, Competency, Assessment	
09.00-10.15	BH	Knowledge Assessment & Exercise	Coffee break 10.15 – 10.45
10.45-11.30	BH	Written Test	
11.30-13.00	BH	Group Study Presentation Preparation	Lunch 13.00 – 14.00
14.00-15.45	BH	Group Presentations & Review	Coffee Break 15.15-15.45
15.45-16.00	BH	Action Review for Week	