

CKM WORKSHOP PROGRAM

HOTEL DES ALPES LUCERNE, SWITZERLAND
14-18 NOVEMBER, 2016

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 intermedia-tion
- **Michael Wyrsh**, Wyrsh & Partners GmbH
- **Stephan Bohr**, Knowledge Management Leader Advisory (Central Cluster), Pricewaterhouse-Coopers (PwC)
- **Barry Hardy**, PhD, Managing Director, Douglas Connect GmbH

SUMMARY SCHEDULE

Pre-Class

When	Who	What	Modules
OCTOBER 2016	KMI	KM Essentials (Virtual)	Theme 1 eCKM

CLASS OVERVIEW

When	Who	What
Mon Nov 16	BK, BH	KM Principles, Case Study, KM Planning, Strategy, Organisational Development, Culture, Learning
Tue Nov 17	SB, BH	KM Methodology, Change Management, Enterprise KM, Benchmarking, Expertise
Wed Nov 18	PK, BH	Analysis, Competencies, Business Case
Thu Nov 19	MW, BH	Technology, Communications, Communities, Process-oriented KM
Fri Nov 20	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	