

Greetings from your KM Institute team! We look forward to welcoming you to our upcoming Certified Knowledge Manager program, the week of May 8-12 2017.

Please read this email thoroughly, paying special attention to the:

- description of our **learning approach**
- **access instructions** for the mandatory **pre-class modules, post-class assessment**
- access to the **premium Knowledge Hub**

LEARNING APPROACH: To cover the entire scope of the CKM material would take over two weeks of face-to-face learning. Since we only have five days together, we take a three-pronged approach to your learning experience – described below as:

"Before – During – After"



Before: We provide you with a prescribed set of mandatory online learning modules known as "KM101" so that you arrive in class with a foundational understanding of principles and terminology used by our instructors. Your learning modules consist of approximately seven hours of online viewing. Short quizzes are embedded in the technology, however, we do NOT record your progress or results. Should you receive an "Incomplete" message, simply proceed to the next module.

Complete instructions to access the pre-class modules are attached.

During: You will participate for five days in a highly interactive classroom setting. Based on pre-class learning, lecture, discussion and practical exercises, you will begin to build your "KM Portfolio" that will serve as the building blocks of your own personal "KM Body of Knowledge." You will receive a follow-along workbook in which to take notes and make application of topics learned in class.

Based upon the interests and KM maturity of each class, the instructor may emphasize different topics. It may seem as though not everything in your outline is covered in class. However, the complete eCKM is provided for your post-class study, to fill in the gaps of understanding needed in order to take and pass the post-class Assessment.

After: We provide each student with a set of DVDs containing our entire e-learning program (known as "eCKM") -- about 20 hours of online viewing.

POST-CLASS ASSESSMENT: You will receive instructions to access the online, post-class assessment, a one-hour timed test consisting of 50 multiple choice questions. The classroom experience plus your post-class study should sufficiently prepare you to take and pass the test. You may retake the test multiple times, at no additional charge, should you not achieve a passing score (70% or higher).

KM INSTITUTE KNOWLEDGE HUB: We invite you to join our premium Knowledge Hub, a private portal for pre- and post-class collaboration and learning. Instructions to join are attached.

CLASS LOGISTICS:

Class location, hours and other logistics are found on the [May Class Page](#). Let us know if you have any special needs and we will try to accommodate you.

Should you have any remaining questions, we are available to help. We will be back in touch soon with additional information.