COURSE BROCHURE

Organizational Knowledge Management

An applied course on identifying, capturing and transferring critical knowledge, and on building a knowledge management system that protects expertise when experienced staff retire or move on.

Code	HT-MGT-133
Category	Management & Leadership
Duration	1 week
Level	Intermediate
City	Dubai

Introduction

When a senior engineer leaves or a consultant's contract ends, years of experience that were never written into any procedure leave too. With retirement waves, workforce nationalization programs and the turnover of expatriate specialists across the region, retaining knowledge has become a business continuity issue.

Objectives

- Distinguish tacit from explicit knowledge and explain the role of each in performance
- Link a knowledge management strategy to organizational goals and priorities
- Identify critical knowledge and assess the risk of losing it
- Apply practical methods to capture expertise and transfer it between people and teams
- Set up a governance model and indicators for knowledge management maturity

Who should attend

- Knowledge management and organizational excellence officers
- Managers of technical and operational departments
- Human resources and learning and development specialists
- Document control and information systems officers

Skills you will develop

- Knowledge auditing and mapping
- Expert knowledge-elicitation interviewing
- Facilitating communities of practice and lessons learned sessions
- Designing taxonomies and structuring knowledge content

Learning Outcomes

- Build a critical knowledge matrix ranked by risk of loss
- Run an after action review and record its lessons in a reusable format
- Design a taxonomy and metadata scheme for a knowledge repository
- Draft a knowledge management roadmap with clear roles and indicators

Course Outline

Day 1: Knowledge Management Foundations and Strategy

- Data, information and knowledge, and the difference between tacit and explicit knowledge
- The SECI knowledge conversion model: socialization, externalization, combination and internalization
- Building a knowledge strategy and the elements of a knowledge management system in ISO 30401

Day 2: Identifying and Mapping Critical Knowledge

- The knowledge audit: where knowledge sits, who holds it and how it flows
- Knowledge maps and an internal directory of expertise
- Assessing knowledge loss risk from retirement and contract expiry, and building a priority matrix

Day 3: Capturing and Transferring Knowledge

- After action reviews, the lessons learned register and peer assists
- Knowledge-elicitation interviews, exit interviews and recording professional stories
- Communities of practice, mentoring and job shadowing as transfer channels

Day 4: Organizing Knowledge and Enabling Technology

- Taxonomy, metadata and document version control
- Knowledge bases, wikis, enterprise search and collaboration platforms
- AI-based assistants and the conditions for content quality and confidentiality

Day 5: Governance, Culture and Measurement

- Roles: the knowledge manager, knowledge champions and content owners
- Barriers to sharing, incentives, maturity models and performance indicators
- Applied project in which each participant drafts and presents a knowledge management roadmap for their department

Training methodology

Paired knowledge-elicitation interview exercise using a capture template
Knowledge mapping workshop for an operational or technical department
Simulated after action review of a troubled project
Short presentations and discussion of participants' own experience

Certification

Participants receive a Harbor Training Center certificate of attendance on completing the course.

Upcoming dates

City	Dates	Language	Fee
Dubai	15 – 19 February 2027	EN	EUR 4,500
Dubai	16 – 20 August 2027	AR	EUR 4,500

Fees are per participant.

Contact us

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To register and for details, scan the code or visit:

https://harbor4training.com/en/courses/knowledge-management