

ORGANIZATIONAL KNOWLEDGE SHARING

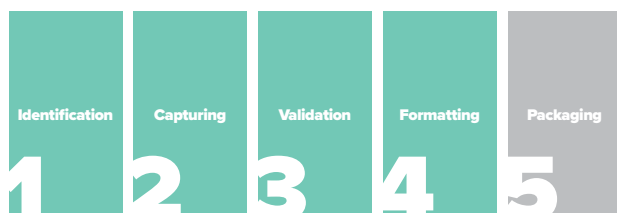
Knowledge Capture Certificate

Bangkok, June 16 – 18, 2022

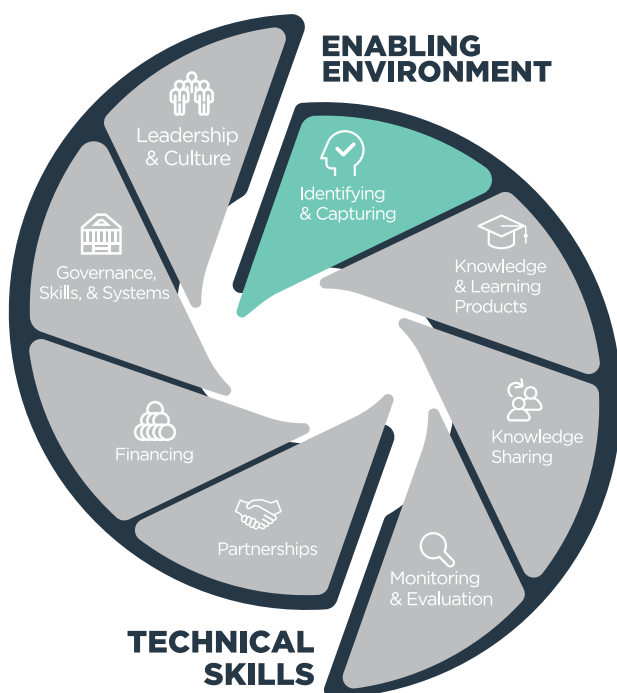


The Knowledge Capture Certificate program is a part of a series of 3 independent certificates programs centered around the World Bank Organizational Knowledge Sharing (OKS) approach and tools.

Methodology



This 3-day certificate program will be run as a workshop which covers the identification of mission critical knowledge, knowledge capture approaches, validation and formatting of knowledge assets (Note: Packaging is part of the knowledge dissemination certificate program)



The learning objectives are:

1. Understand the key principles and approaches of the overall OKS methodology
2. Understand the facilitation process involved in identifying, capturing, and validating knowledge assets

Participants will be provided with a packet of background materials including:

- Slides of the workshop (soft and hard copies)
- An e-book: Becoming a Knowledge-Sharing Organization
- An e-book: The Art of Knowledge Capture
- An e-Manual: Assessing the Results of Knowledge Sharing
- An e-Manual: Organizational Knowledge Sharing Implementation Manual
- E-brochures with case studies

The OKS Certificates brings together International participants from various industries. Participants will work in small groups to support dialogue and reflection during the course of the workshop. Social learning will play an important role in this workshop.

Debriefing sessions will be held regularly throughout the course to provide an opportunity for active reflection on the workshop, progression and facilitation process. Debriefing sessions will include:

- A participatory recap of the sessions/day including key takeaways on content, process and facilitation

A Survey will be conducted at the end of the workshop to capture achievement towards the learning objectives. Survey questions will be designed to solicit feedback on the workshops' content and process as well as facilitation style and methodology.

As a final project to demonstrate their learning, participants will **develop knowledge assets**. These will be presented on the last day of the workshop.

Modules

Knowledge Identification

- Knowledge audit and knowledge mapping
- Identification of Relevant Operational Experiences
- Addressing Knowledge Gaps within the Organization

Group work

Knowledge Capture

- Introduction to knowledge capture
- Capturing operational experiences and lessons learnt
- Formatting knowledge assets

Group work

Knowledge Validation

- Validation of knowledge assets
- Formatting of knowledge assets
- Storing Knowledge assets

Group Presentations and Feedback



What?

Develop technical skills such as systematic identification of critical knowledge, innovations and lessons learned that merit scale-up and replication, consistent documentation of experiences and their validation, formatting and packaging

Why?

Strengthening knowledge capture processes to avoid critical knowledge loss

How?

3 days interactive program

For who?

Knowledge Champions and Change Agents of Public and Private Organizations

Outputs

Creation of tools, systems and processes for systematic:

- Knowledge mapping
- Critical knowledge identification
- Capture of experiential knowledge (e.g. lessons learned, good practices)
- Knowledge validation

For who?

These certificate programs will be offered in Bangkok, Thailand by the Institute for Knowledge and Innovation Southeast Asia (Bangkok University) in collaboration with the World Bank

When?

June 16 - 18, 2022

Prerequisites

Experience with knowledge sharing programs

Price

Development Practitioner: \$800 U.S.D. (Discount Rate)

Others: \$1,200 U.S.D.

Each participant will receive a Certificate of Completion from the World Bank and the Institute for Knowledge and Innovation Southeast Asia.



**Register now at
okscertificates.org**