MERCURY

Knowledge Management Training Course

23 – 27 November 2026
Madrid (Spain)



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Knowledge Management Training Course

Ref: 9349_1080416 **Date:** 23 – 27 November 2026 **Location:** Madrid (Spain) **Fees:** 5600 Euro

Introduction:

The Knowledge Management KM course will focus on the people aspects of Knowledge Management rather than the technology involved. Knowledge Management requires creating a culture in which people are willing to share their successes and sometimes their failures.

Knowledge inside any organization is your greatest asset, so you need to protect and develop it. This Knowledge Management KM course will show you how to do so and develop the necessary practices. For example, enterprise social networking, blogs, and multimedia are transforming knowledge management and contributing to efforts to make work enjoyable and interesting.

Targeted Groups:

- Head of departments.
- Managers.
- Human Recourses.

Course Objectives:

Upon the end of this Knowledge Management KM course, the participants will be able to:

- Capture shared knowledge.
- Create a culture of sharing.
- Build systems that recognize efforts to share knowledge.
- Ensure that departments initiate knowledge-sharing and reciprocate initiatives from elsewhere.
- Create an atmosphere of mutual trust.
- Develop the supervisory and management teams towards empowering employees.
- Motivate employees positively to be team players.
- Engage the workforce in the organization's day-to-day activities.
- Introduce a performance management system that encourages knowledge management.

Targeted Competencies:

By the end of this Knowledge Management KM training, the participant's competencies will:

- Performance management.
- Empowering and Engagement.
- Networking.

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- Management skills.

What is a Knowledge Management System?

Knowledge management KM is vital for organizations, especially HR professionals, aiming to optimize knowledge utilization. A Knowledge Manager oversees KM practices, plans, and strategies, emphasizing improved collaboration and decision-making benefits. Certification equips professionals to lead KM initiatives effectively.

KM involves capturing, organizing, and sharing knowledge to boost efficiency and innovation. A Knowledge Management System KMS is key to utilizing information management tools. Effective KM enhances workflows and empowers employees with streamlined access to information, fostering growth and innovation in a competitive landscape.

Course Content:

Unit 1: Knowledge Management, Empowerment, and Engagement:

- Definition of a learning organization, people, teams, organization.
- Understanding competitive advantage, productivity, and profit.
- Characteristics of engaged employees and disengaged employees.
- Characteristics of empowered employees and un-empowered employees.
- Motivation - Intrinsic and extrinsic.

Unit 2: Techniques for Engaging Employees:

- Informal participative decision-making programs.
- Job enrichment.
- Self-managed work teams.
- Informal and formal consultation processes.
- Enterprise Social Networking, Blogs, Multimedia.

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Unit 3: The Role of the Supervisor and Team Leader in Knowledge Management:

- Getting the "Quid Pro Quo" - initiative versus reciprocation.
- The Interpersonal skills involved - listening, communicating, assertiveness, and influence.
- The responsibility for people.
- Delegation.
- Recognition for efforts to share knowledge.

Unit 4: Empowered Performance Reviews:

- Making Knowledge Management a part of performance management.
- Motivating through feedback.
- The importance of praise and how to make it more effective.
- Coaching.
- Providing genuine development and continuous learning.

Unit 5: Handling Change, Networking, and Systems:

- The change curve.
- Upwards management.
- Involving suppliers and contractors, the supply chain.
- People-to-people business.
- Return to social networking.

Conclusion:

The Knowledge Management KM training course equips HR professionals with essential skills to excel in knowledge management practices. Participants gain insights into the role of a Knowledge Manager and learn diverse knowledge management strategies and best practices. It offers a pathway to a knowledge management certificate, validating expertise in implementing effective KM solutions. It emphasizes the importance and advantages of knowledge management, highlighting how it enhances organizational efficiency and innovation.

Mastering knowledge management principles and processes enables professionals to lead impactful Knowledge Management KM. They learn to leverage knowledge management tools and systems to streamline information access and drive strategic decision-making. It empowers individuals to become proficient knowledge management specialists capable of defining and managing comprehensive knowledge management systems within their organizations. This training is essential for anyone seeking to unlock the full potential of organizational knowledge and drive sustainable success.