

## Organizational Learning

**1/2 day**

### **Description**

This ILT Series course teaches students about continued learning within organizations. Students will build a knowledge assessment team, perform a knowledge assessment, and select a knowledge management system. Course activities also cover using management tools, identifying challenges of using technology, encouraging knowledge transfer through employee empowerment and incentives, addressing and overcoming transfer reluctance, defining the elements of a knowledge management system, and deploying and monitoring knowledge management systems. Students will also learn how to develop and conduct a pilot project, and identify the qualifications and characteristics of a knowledge management leader.

### **Prerequisites**

- *None*

### **Course Outline**

#### ***Unit 1: Introduction to organizational learning***

Topic A: Organizational learning overview  
Topic B: Knowledge assessment

#### ***Unit 2: Knowledge transfer***

Topic A: Knowledge transfer process  
Topic B: Transfer reluctance  
Topic C: Knowledge transfer technology

#### ***Unit 3: Knowledge management systems***

Topic A: Knowledge Management system selection  
Topic B: System management

#### ***Unit 4: System deployment***

Topic A: Pilot projects  
Topic B: Knowledge management leadership