

KNOWLEDGE MANAGEMENT

Knowledge Management is an essential skill in an increasingly more complex business environment. Having the right information at the right time to make decisions is the difference between success and failure in a global market. This program looks at the overall use and management of knowledge in an organisation, and provides insights into approaches used to identify and manage the knowledge in an organisation.

Topics include:

- Sources of knowledge in an organisation;
- Types of knowledge and strategies to manage them;
- Use of information technology in knowledge management;
- Identification of risks in knowledge management;
- Using knowledge for organisational learning;
- Using knowledge for creativity and innovation.