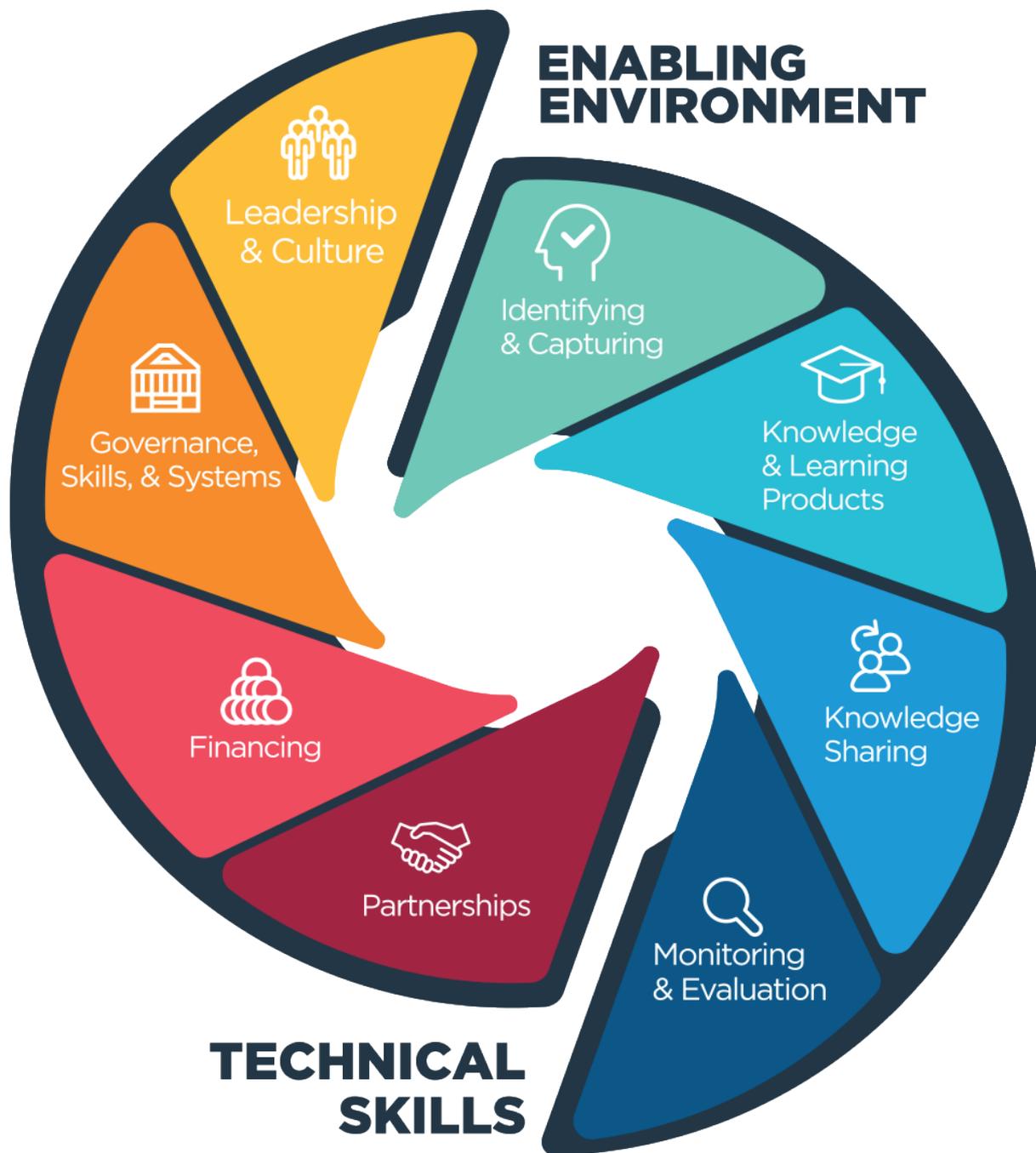




Managing Knowledge for Organizational Effectiveness

Bangkok, May 27-31, 2024

Register now at
okscertificates.org



ENABLING ENVIRONMENT

TECHNICAL SKILLS



The Organizational Knowledge Sharing (OKS) Certificate program is centered around the World Bank OKS Framework, approaches and practical tools.

Overview

This 5-day (face to face) certificate program focuses on the 8 elements of the OKS Framework necessary to become a knowledge and learning organization. It also features a module on knowledge driven innovation.

1. Leadership and Culture
2. Governance, Skills and Systems
3. Financing
4. Partnerships
5. Monitoring and Evaluation
6. Identifying and Capturing
7. Knowledge and learning products
8. Knowledge sharing and exchange
9. Knowledge-based Innovation

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

- Slides of the workshop (soft and hard copies)
- 4 e-books: Becoming a Knowledge-Sharing Organization
- 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
- Review and reflections on the overall progression of the workshop
- An daily overview of the day and relevant learning objectives

Day #0

Orientation Session



Overview

One week before the beginning of the 5 days face-to-face workshop, a 2 hours orientation session will be conducted online for the participants and facilitators to get acquainted with each others and to get a program overview.

Main topics covered

- Getting to know each others
- Becoming a Knowledge-Sharing Organization
- Certificate program overview
- Getting ready for your trip to Thailand!

Facilitators:

Bruno Laporte & Vincent Ribiere

Guest Speaker



Steffen Soulejman Janus
Senior Operations Officer
Change facilitator
- organizational learning
and knowledge sharing,
leadership at the
World Bank

Day #1

Knowledge Strategy



Overview

This first day covers the first 5 elements of the OKS Framework necessary to develop an enabling environment for Organizational Knowledge Sharing:

1. Leadership and Culture
2. Governance, Skills and Systems
3. Financing
4. Partnerships
5. Monitoring and Evaluation

This module focuses on strategy and planning dimensions. Even though this framework was developed by the World Bank for development organizations, it is relevant to any sector (i.e., Business, Government, Academia, Military, etc.)

The learning objectives are:

1. Understand the importance of knowledge sharing in an organization.
2. Understand the key components of developing a knowledge sharing strategy
3. Understand how to develop a knowledge sharing culture

Main Topics Covered:

- Why Knowledge sharing
- Organizational Knowledge Sharing Framework
- Creating an enabling environment
- The role of Senior Management
- Motivation and incentives for knowledge sharing
- Governance, structure and systems for knowledge sharing
- Using Technology for Knowledge Sharing
- Knowledge sharing business models and financing
- Knowledge sharing partnerships
- Monitoring and evaluation

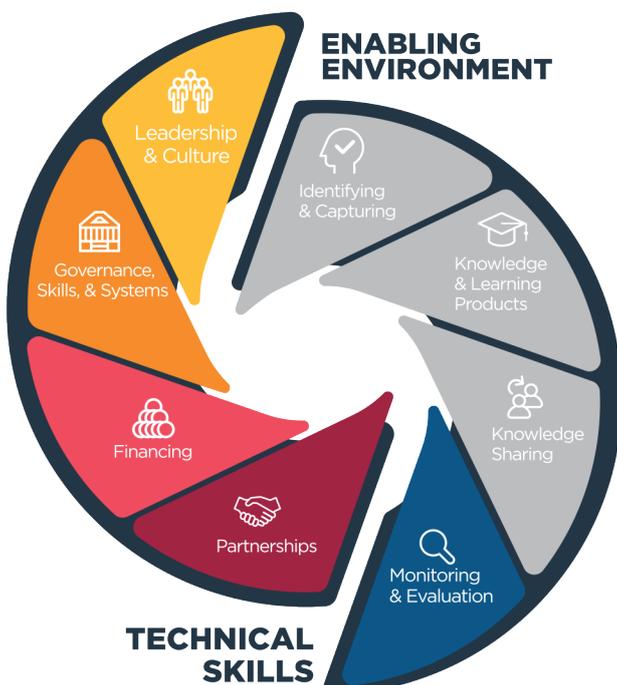
Facilitators:

Bruno Laporte & Vincent Ribiere

Guest Speaker



Andy Credo Sibuea
Knowledge Management &
Strategic Partnership
Principal
PT MRT Jakarta (Indonesia)





Day #2

Knowledge Capture

Overview



The 2nd day covers the identification of mission critical knowledge, knowledge capture approaches, validation and formatting of knowledge assets (Note: Packaging is covered as part of the of Learning module and the Knowledge Sharing module).

The learning objectives are:

1. Understand why and how to capture experiential knowledge
2. Understand the processes involved in identifying, capturing, validating and formatting a knowledge asset (best practice).



Main Topics Covered

- Identification of relevant operational experiences
- Capturing operational experiences and lessons learned
- Validation of knowledge assets
- Formatting of knowledge assets
- Storing and disseminating knowledge assets
- The power of story telling

Facilitators:

Bruno Laporte & Vincent Ribiere

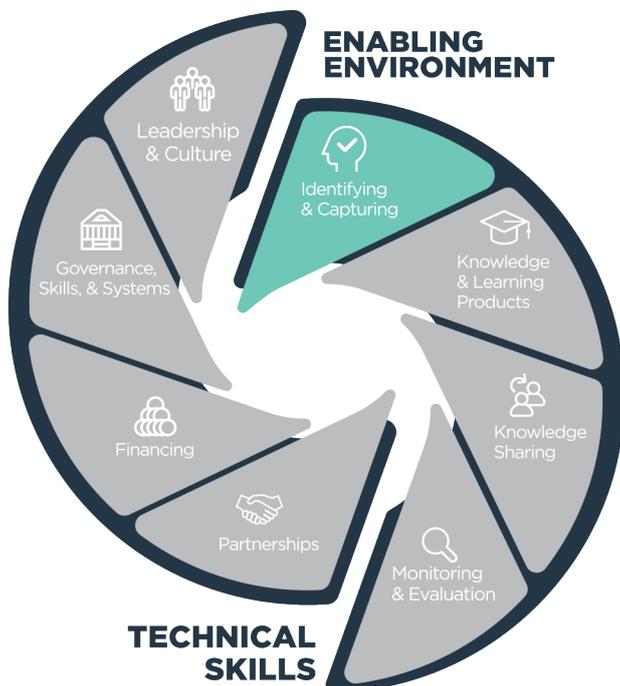
Guest Speakers



Robin Van Kippersluis
Senior Knowledge and Learning Officer at the World Bank



Anjali Sharma
Managing Director
Narrative:
The Business Stories



Day #3

Designing Effective Learning Offerings (Knowledge Dissemination)

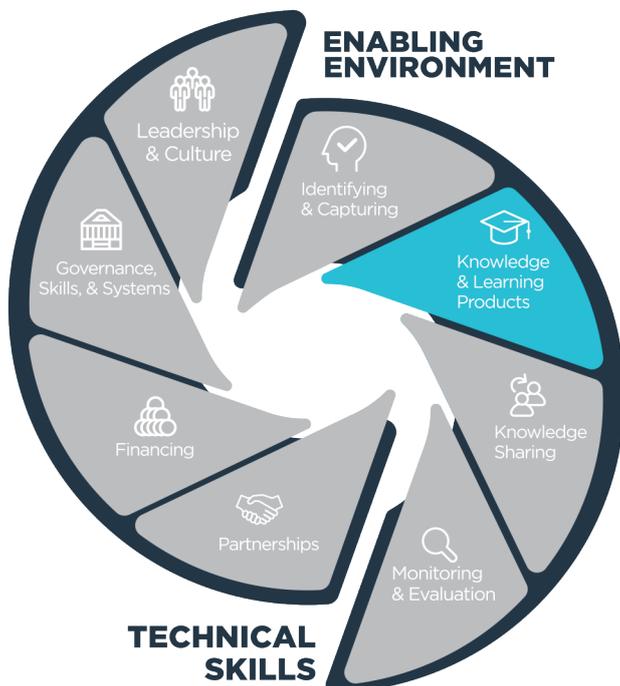


Overview

During this module, participants will be presented with various tools and methods on how to design effective learning offerings so knowledge can be disseminated and absorbed.

The learning objectives are:

1. Understand the seven key principles of efficient learning design
2. Review the components of a learning package including five levels of evaluation
3. Review strengths and limitations of more than 10 learning methods
4. Define how learning methods can be integrated into a learning process.



Adult Learning Principles



Main Topics Covered

- Review of the conditions of efficient learning
- Seven principles of effective learning design based on more than 100 years of research
- Components of the learning package
- Review of more than 10 learning methods split in four main modalities: face-to-face training, one/one learning, internet-based learning, work-based learning.
- Integration of learning methods within the 70-20-10 model
- Introduction to the five levels of learning system evaluation.

Facilitator: Arnaud de Nadailac



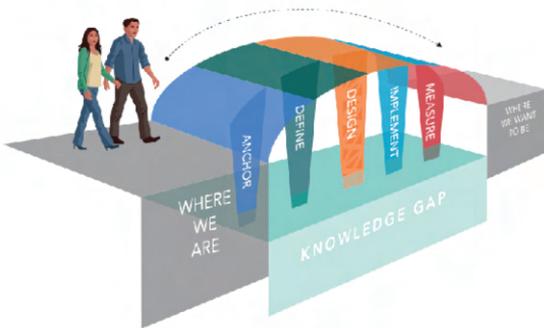
Day #4

Knowledge Sharing and Knowledge Exchange (Knowledge Dissemination)

Overview

During this module participants will be introduced to the Art of Knowledge Exchange Model, a tested, validated and effective way to design and organize knowledge exchange activities and events.

The Knowledge Exchange Bridge Model

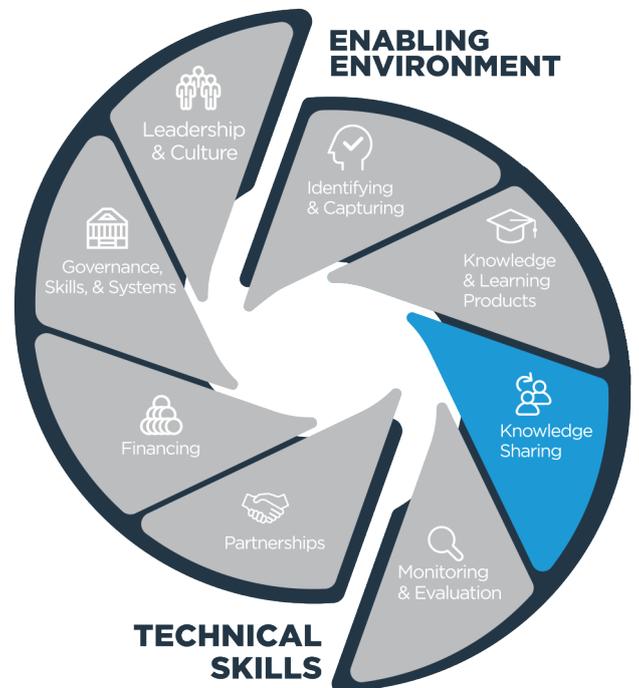


The learning objectives are:

1. Understand how to use a systematic and results-focused approach to knowledge exchange
2. Understand how to use a range of instruments and activities that contribute to a successful knowledge exchange

Main Topics Covered:

- The Knowledge Exchange Bridge Model
- Anchoring a Knowledge Exchange
- Defining a Knowledge Exchange
- Designing a Knowledge Exchange
- Implementing the Knowledge Exchange
- Measuring and Reporting Results



Facilitators:

Bruno Laporte & Vincent Ribiere

Guest Speaker

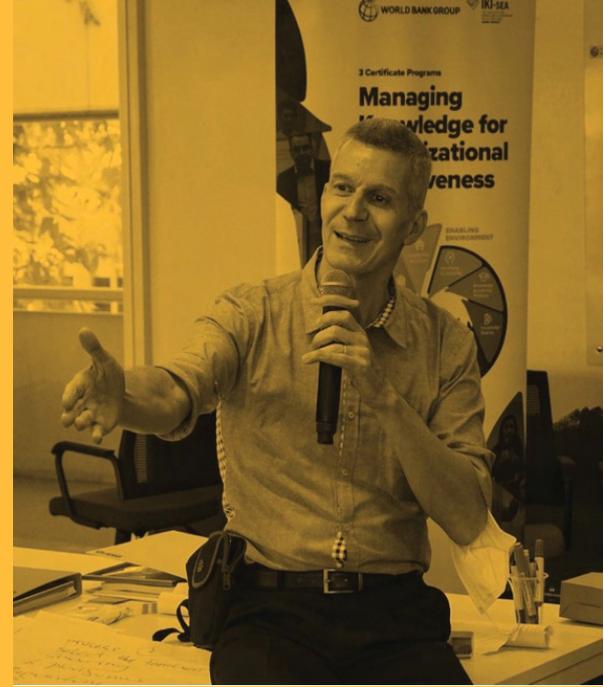


Philip Karp

Former Lead Knowledge Management Specialist in the World Bank's Social, Urban, Rural and Resilience Global Practice

Day #5

Knowledge-driven Innovation



Overview

The last day of the workshop will be split into 2 modules and knowledge clinic to address on challenges faced by your organization and co-create of knowledge solutions.

The first module will focus on knowledge-driven innovation. Breakthrough ideas are not created in a vacuum, they are the results of re-using and remixing existing knowledge. Creating the environment and mechanisms to nurture knowledge creation to happen is key to an organization innovation success. Concrete solutions on how to make knowledge-based innovation happen will be presented.

The second module will be run as a knowledge clinic, where participants can ask any question or present any challenge that they face in their organization when it comes to knowledge sharing and innovation, and the facilitators and participants will collaboratively develop solutions to overcome them.



The learning objectives are:

1. Understand how knowledge sharing leads to innovation.
2. Understand what mechanisms can be used to leverage internal and external knowledge
3. To get answers to challenges faced by your organization when it comes to knowledge sharing and innovation.

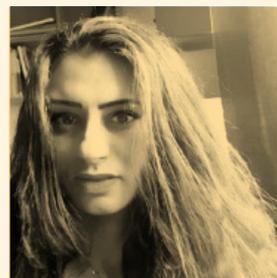
Main topics covered:

- Knowledge-based innovation
- The ten types of Innovation
- From imitation to innovation
- Knowledge Exploration and Exploitation
- Closed and Open Innovation
- Serendipity management
- Knowledge creation mechanisms
- Best vs. Next Practices

Facilitators:

Bruno Laporte & Vincent Ribiere

Guest Speaker



Soha Radwan
Knowledge &
Innovation Specialist
Dubai Government
(UAE)

Facilitators

Bruno Laporte is the President and CEO of Leadership, Knowledge, Learning, LLC. This company offers a unique combination of leadership development, knowledge management, and learning solutions, to address the complex challenges clients face. It focuses on accelerating institutional reforms and organizational change through collective action. He has extensive experience, across the globe, in policy development, project implementation, and capacity development.

A former Director of the World Bank, he has a track record in managing large development programs and projects, as well as implementing change management initiatives. He has advised a large number of organizations in Asia, Africa, Europe and the Middle-East on capacity development, change management, leadership development, as well as knowledge and learning.



Bruno Laporte

Dr. Vincent Ribiere is an enthusiastic and creative International consultant and Professor with a passion for helping organizations solving their organizational knowledge and innovation management challenges.

He is the Founder and Managing Director of the Institute for Knowledge and Innovation Southeast Asia (IKI-SEA), a center of Excellence at Bangkok University. He is the founder and Program Director of the Ph.D. in Knowledge Management and Innovation Management at Bangkok University. He co-founded, and he is an active member, of various KM communities and networks like the Thailand KM Network and the KM Global Network.

Vincent has been consulting and provided corporate trainings to various organizations globally including the World Bank, the Asian Development Bank, PTTEP, Petronas, Bayers, Essilor, AIS, Premier Group, etc.

Vincent and his team are also hosting the Most Innovative Knowledge Enterprise (MIKE) Award in Thailand and Southeast Asia. Vincent is regularly invited to deliver keynote speeches and workshops at various International Professional and Academic conferences, and he is the Author of more than 100 academic publications. He is the recipient of the KM Leadership Award (2014) and was listed among the top 100 thought leaders in Knowledge Management (2021).



Vincent Ribière

Arnauld helps companies and governments to implement innovative, operational and sustainable Human Resources Development systems. He enjoys working at company level to answer short term needs of learning systems or performance and at government level to support long term Vocational Education or Skills development strategies.

He brings 35 years of experience (27 years based in Asia) with projects implemented for governments in 12 countries in Asia-Pacific, more than 50 companies, international organizations (e.g., ADB, ILO, UNESCO, WB) and cooperation from various countries.

He believes that, in the knowledge economy, it is easy to find “what we need to be implement” But the challenge is “how to implement in order to adapt to the local context and culture.



Arnauld de Nadaillac

What?

- Develop an understanding of the critical enabling factors for creating a knowledge sharing / learning organization.
- Develop technical skills such as systematic identification and capture of critical knowledge, innovations and lessons learned that merit scale-up and replication.
- Develop technical skills to translate knowledge into state of the art knowledge and learning products and activities for replication and scale up.

Why?

- Strengthening the enabling environment for knowledge sharing to thrive
- Strengthening knowledge capture processes to avoid critical knowledge loss
- Strengthening the sharing and dissemination of knowledge so it is preserved and leveraged
- Leveraging existing knowledge to nurture innovation

How?

5 days interactive workshop

For who?

- Knowledge Champions and Change Agents of Public and Private Organizations
- Executives and Decisions Makers of Public and Private Organizations
- Human Resource Specialists
- Anyone interested in creating a knowledge sharing environment in their organization

Where?

These certificate programs will be offered in Bangkok, Thailand by the Institute for Knowledge and Innovation Southeast Asia (IKI-SEA), Bangkok University.

When?

May 27-31, 2024 (5 days from 8h30-12h00 and 13h00-16h30)

Prerequisites

None, everyone is welcome to join!

Price

- \$1,800USD
- \$1, 500USD for Government, Academics, NGOs, Development practitioners and for sending 2 participants or more.
- Unfortunately, no scholarships available!
- This price includes coffee breaks and lunches (plane ticket, hotels and dinner not included).

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



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