Knowledge Mapping Training Course

Professional Development Training Course Outline

Category	Library Institute	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Knowledge Mapping is a strategic knowledge management approach that enables organizations to identify, capture, organize, visualize, and optimize critical knowledge assets for improved decision-making, innovation, collaboration, and organizational resilience. In today's data-driven and digitally transformed business environment, effective knowledge mapping supports knowledge discovery, institutional memory, digital transformation, workforce planning, business continuity, and enterprise intelligence. Organizations increasingly rely on knowledge maps to enhance productivity, reduce knowledge loss, strengthen governance, and improve operational excellence.

Knowledge Mapping Training Course provides participants with practical methodologies, modern frameworks, and digital tools for designing and implementing knowledge maps across organizational functions. The course integrates best practices in knowledge management, information governance, business process optimization, organizational learning, artificial intelligence, digital collaboration, and strategic knowledge sharing. Participants will gain practical skills for developing sustainable knowledge ecosystems that support continuous improvement, innovation, and competitive advantage.

Programme Curriculum

Knowledge Mapping Training Course

Introduction

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Course Objectives

By the end of this course, participants will be able to:

1. Understand modern knowledge mapping principles and frameworks.
2. Identify critical organizational knowledge assets.
3. Develop enterprise knowledge maps using best practices.
4. Conduct knowledge audits and gap analysis.
5. Improve organizational knowledge sharing and collaboration.
6. Integrate digital knowledge management technologies.
7. Support innovation through strategic knowledge management.
8. Apply AI-enabled knowledge discovery techniques.
9. Strengthen organizational learning systems.
10. Improve business continuity through knowledge retention.
11. Measure knowledge management performance using KPIs.
12. Design knowledge governance strategies.
13. Implement organization-wide knowledge mapping initiatives.

Organizational Benefits

- Improved organizational knowledge retention.
- Enhanced decision-making capabilities.
- Increased operational efficiency.
- Reduced duplication of knowledge.
- Stronger business continuity planning.
- Improved innovation and collaboration.
- Better employee onboarding and learning.
- Enhanced digital transformation initiatives.
- Improved compliance and governance.
- Sustainable organizational competitiveness.

Target Audiences

- Knowledge Management Professionals
- Human Resource Managers
- Information Management Officers
- Project Managers
- Learning and Development Professionals

- Digital Transformation Leaders
- Business Analysts
- Senior Executives and Organizational Leaders

Course Duration: 5 days

Course Modules

Module 1: Fundamentals of Knowledge Mapping

- Principles of knowledge management
- Types of organizational knowledge
- Knowledge lifecycle management
- Knowledge mapping frameworks
- Benefits of enterprise knowledge mapping
- Case Study: IBM Knowledge Management Program

Module 2: Knowledge Identification and Audit

- Knowledge asset identification
- Knowledge audit techniques
- Knowledge gap analysis
- Critical knowledge assessment
- Knowledge risk evaluation
- Case Study: NASA Knowledge Capture Initiative

Module 3: Knowledge Mapping Techniques

- Process knowledge mapping
- Expertise mapping
- Information flow mapping
- Knowledge network analysis
- Digital mapping tools
- Case Study: Siemens Global Knowledge Network

Module 4: Knowledge Capture and Documentation

- Tacit knowledge capture
- Explicit knowledge documentation
- Best practice repositories
- Lessons learned systems
- Knowledge codification
- Case Study: Shell Global Knowledge Sharing

Module 5: Knowledge Sharing and Collaboration

- Communities of practice
- Collaborative knowledge platforms
- Enterprise collaboration tools
- Knowledge sharing culture
- Cross-functional collaboration
- Case Study: Microsoft Knowledge Sharing Framework

Module 6: Knowledge Governance and Technology

- Knowledge governance models
- AI-powered knowledge management
- Knowledge repositories
- Information security practices
- Digital knowledge platforms
- Case Study: Deloitte Knowledge Management System

Module 7: Measuring Knowledge Performance

- Knowledge management KPIs
- Performance measurement frameworks
- Knowledge analytics
- Continuous improvement strategies
- Reporting and dashboards
- Case Study: World Bank Knowledge Management Program

Module 8: Implementing Enterprise Knowledge Mapping

- Knowledge mapping implementation roadmap
- Change management strategies
- Stakeholder engagement
- Sustainability planning
- Future knowledge management trends
- Case Study: United Nations Knowledge Management Initiative

Training Methodology

- Interactive instructor-led presentations
- Practical knowledge mapping workshops
- Hands-on software demonstrations

- Individual and group exercises
- Knowledge audit simulations
- Case study analysis
- Group discussions and peer learning
- AI-enabled knowledge management demonstrations
- Action planning sessions
- Assessment and feedback activities

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

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