



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

Tel: +27 12 004 8389 · Mobile: +27 65 077 6310

Email: apply@aaticd.co.za · Website: www.aaticd.co.za

COURSE BROCHURE

Knowledge Management For Organisational Transformation Training

Business, Commerce and Management Studies / Human Resources

Unit Standard 115405 · NQF Level 5 · 10 Credits · 7 Days

COURSE OVERVIEW

This course equips participants with the knowledge and skills to implement knowledge management strategies that drive organisational transformation. By leveraging intellectual capital, learners will foster innovation, improve decision-making, and enhance competitive advantage in a rapidly changing business environment.

Category	Business, Commerce and Management Studies
Subfield	Human Resources
Unit Standard	115405
Accreditation	SAQA Accredited · NQF Level 5 · 10 Credits
Duration	7 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply knowledge management principles to support organisational transformation.
- Analyze the role of intellectual capital in driving innovation and competitive advantage.
- Evaluate existing knowledge management systems and identify areas for improvement.
- Design a knowledge management strategy aligned with organisational goals.
- Implement processes to capture, store, and share organisational knowledge effectively.
- Demonstrate the ability to foster a knowledge-sharing culture within teams.

WHO SHOULD ATTEND

- This course is designed for managers, team leaders, and professionals responsible for knowledge management, organisational development, or strategic change initiatives within their organisations.

COURSE OUTLINE

Day 1: Foundations of Knowledge Management

- Introduction to knowledge management concepts
- The data-information-knowledge-wisdom hierarchy
- Types of knowledge: explicit, tacit, and implicit
- Knowledge management frameworks and models
- The knowledge economy and its relevance to South Africa
- Benefits and challenges of implementing knowledge management
- Case studies: successful knowledge management in local organisations

Day 2: Knowledge Creation and Acquisition

- The SECI model: socialisation, externalisation, combination, internalisation
- Knowledge creation techniques: brainstorming, communities of practice, action learning
- Knowledge acquisition: interviews, observation, document analysis
- Tapping into external knowledge: benchmarking, partnerships, research
- Innovation and knowledge creation
- Practical exercise: conducting a knowledge elicitation interview
- Group activity: mapping knowledge sources in a simulated organisation

Day 3: Knowledge Storage, Organisation, and Retrieval

- Codification strategies: capturing explicit and tacit knowledge
- Taxonomies, ontologies, and metadata standards
- Knowledge repositories: databases, wikis, document management systems
- Content management and version control
- Search and retrieval technologies: full-text, semantic, faceted search
- Knowledge mapping and yellow pages
- Intellectual property rights and confidentiality
- Practical session: building a simple taxonomy for a case study

Day 4: Knowledge Sharing and Collaboration

- Barriers to knowledge sharing: cultural, structural, technological, individual
- Building a knowledge-sharing culture: trust, openness, recognition
- Communities of practice: formation, facilitation, and sustainability
- Social network analysis and leveraging informal networks
- Collaboration tools: intranets, forums, social media platforms
- Incentive systems and performance metrics for knowledge sharing
- Role of leadership and change management
- Role-play: addressing resistance to knowledge sharing

Day 5: Knowledge Management Technologies and Tools

- Overview of KM technologies: document management, content management, portals
- Collaboration platforms: Microsoft Teams, Slack, SharePoint
- AI in KM: chatbots, recommendation systems, natural language processing
- Big data analytics for knowledge discovery
- Selecting and implementing a KM system: needs assessment, vendor evaluation
- Change management and user adoption strategies
- Security, privacy, and data governance in KM systems

- Hands-on: evaluating a KM tool using a checklist

Day 6: Measuring and Sustaining Knowledge Management

- Knowledge management metrics: quantitative and qualitative
- Balanced scorecard approach for KM
- Knowledge audits: scope, methods, and reporting
- KM maturity models: levels and assessment
- Developing a KM strategy: vision, objectives, action plan
- Business case development for KM investments
- Sustaining KM: governance, roles, and continuous improvement
- Group activity: drafting a KM strategy for a case organisation

Day 7: Integrating Knowledge Management for Organisational Transformation

- KM as a driver for organisational transformation: alignment with strategy
- Case studies: KM in South African public and private sectors
- Integrating KM with other business processes: HR, IT, operations
- Developing a KM implementation roadmap
- Personal action planning: identifying quick wins and long-term goals
- Final group project: presenting a KM transformation plan
- Course review and assessment
- Certification and next steps

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **10 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 29,600.00	R 29,600.00
1	In-House	R 38,500.00	R 38,500.00
1	On-Campus (Pretoria)	R 44,400.00	R 44,400.00

UPCOMING SESSIONS

Start	End	Method	Venue
07 Aug 2026	17 Aug 2026	On-Campus	Cape Town, South Africa
10 Aug 2026	18 Aug 2026	On-Campus	Pretoria, South Africa
11 Aug 2026	19 Aug 2026	On-Campus	Abu Dhabi, UAE
12 Aug 2026	20 Aug 2026	On-Campus	Durban, South Africa
12 Aug 2026	20 Aug 2026	On-Campus	Mauritius
13 Aug 2026	21 Aug 2026	On-Campus	Cape Town, South Africa
14 Aug 2026	24 Aug 2026	On-Campus	Dubai, UAE
17 Aug 2026	25 Aug 2026	On-Campus	Abu Dhabi, UAE

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 115405) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call **+27 12 004 8389** or WhatsApp **+27 65 077 6310** and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza, 1122 Burnett St, Hatfield 0028, Pretoria, Gauteng, South Africa
Tel: +27 12 004 8389 · WhatsApp: +27 65 077 6310 · apply@aaticd.co.za · www.aaticd.co.za