Course Brochure and Fee/Discounts

CCLFI

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Knowledge Management Practitioner Certification Course

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Announcement

CCLFI (Community and Corporate Learning for Innovation, Inc.) is opening registration for the 28th class of its online mentored Knowledge Management Practitioner Certification Course. The class will begin on 22 March 2024.

The advantages of this course are:

- *It does not disrupt your work or travel schedules* because it does not require you to be online at specific dates and times. You devote a total of about three hours per week at different times that suits you schedule.

- The course is *aligned with ISO KM standards* in ISO:30401 (2018).

- *Three experienced online mentors* with two decades each of knowledge management experiences will guide your learning processes, Dr. Serafin Talisayon, Dr. Daan Boom and Ms. Elena Avedillo-Cruz. Check their profiles here: http://www.cclfi.international/who-we-are

- You practice knowledge management in your workplace, thereby enhancing work performance and *generating benefits for your organization*.

- It has *almost 400 graduates from 36 countr*ies in Asia, Europe, Africa, North and South America. Read the positive reactions of some participants here: http://www.cclfi.international/products_services/kmpcc

Course Objectives

At the end of the course, participants are expected to be able to –
- Link knowledge management (KM) with organizational performance objectives, including enhancing productivity and innovation;
- Practice thirty-three (33) basic or unit knowledge management skills (see list below) along six areas: establishing and managing workplace learning processes, managing intellectual capital, making KM assessments and measurements, enhancing organizational performance, managing the content of a website, and motivating knowledge workers; and
- Select, adopt, practice and document a KM tool or solution appropriate to one's workplace or business process problem.

Learning Processes and Outcomes

The course will feature the following approaches:

- Learning by *doing* under a mentor;
- Learning through *interaction* with other participants;
- KM concepts are introduced via participants' *experiences* using actual examples, class polls, and exchange of experiences among participants;
- Learning is enhanced by the *conscious reflection* of the participant's own learning process;
- Learning in the *context* of, and relevant to, the participant's *workplace*;
- Use of a practice website, and the participant's own dedicated *practice webpage*, where all work outputs and class communications are archived and accessible for review at any time including after the course is over;
- Weekly learning sessions: each participant can log in several times during the week and at any time *conveniently* suited to his/her daily schedule (there is no need for participants to log in at the same time); the participant devotes a total of about three (3) hours per week.
- Progress of each participant is *monitored* through a participatory online monitoring form which is part of the practice website and is itself a KM tool;
- Use of *metrics* to demonstrate impact of KM on work performance; and
- Measurements of *impacts* of the course on the KM skills of each participant.

Ten (10) weekly KM Lessons

Principles and concepts in KM will be discussed over ten weekly learning sessions. Optional lessons will be available for participants who want to learn more:

1. Definitions and KM framework
   Optional: *KM for the public and development sectors*
2. Tacit and explicit knowledge
   Optional: *What is more valuable?*
3. Aligning KM with organizational objectives
   Optional: *KM logframe for development projects*
   Optional: *Measuring the social reach of a knowledge product/service*
4. Demand-driven KM
   Optional: *Demand-driven KM: Whose demand?*
5. Selecting the right KM tool
   Optional: *Knowledge translation: writing and delivering user-responsive knowledge products*
   Optional: *Quad bottom line*
6. Organizational learning
   Optional: *Tools for cross-project learning*
   Optional: *Communities of Practice*
7. Innovation: organizational practices
   Optional: *Social innovation*
8. Innovation: individual practices
   Optional: *Personal stories of innovating new development tools*

9. Managing intellectual capital
   Optional: *Community intellectual capital and other intangible assets*
10. KM assessments and action planning for KM practicum
   Optional: *Success factors in KM implementation*

Thirty (33) Basic KM Skills

In addition to KM theory, the following basic or unit KM skills will be learned through practice during the first 10 weeks:

Online collaboration
  0.1 - Managing folders and files in your Google drive
  0.2 - Collaborative editing Google documents
  0.3 - Preparing and participating in video meetings

Content management of a website
  1.1 Editing and updating a webpage
  1.2 Creating a webpage with functionalities to suit its purpose
  1.3 Managing a threaded online forum
  1.4 Evaluating how demand/user-driven is a website

Managing intellectual capital
  2.1 Setting up a web-based self-updated expertise directory
  2.2 Identifying elements of my relationship capital
  2.3 Aligning KM to organizational objectives
  2.4 Innovating for "next practice": what went wrong and why?

Establishing and managing learning processes in the workplace
  3.1 Keeping a learning journal: My most significant learning
  3.2 Making our thinking process visible: mind mapping
  3.3 Setting up an "Ask Me" procedure
  3.4 Conducting a lessons-learned session

Motivating knowledge workers
  4.1 Making explicit the inner drives of a person: my passions
  4.2 Explaining benefits of KM to a superior: contest with prizes
  4.3 Identifying and designating in-house consultants
  4.4 Creating a KM persona that suits a person's talents and passions

Enhancing organizational performance
  5.1 Identifying generator knowledge assets and critical knowledge assets
  5.2 Estimating peso value of a demand-driven intranet
  5.3 Collecting and organizing work templates
  5.4 Setting up and managing an online participatory M&E

KM assessments and measurements
  6.1 Assessing process efficiency and effectiveness
  6.2 Identifying potential KM champions
  6.3 Estimating the market value of my human capital
  6.4 Selecting KM tools to match workplace needs

Innovation (knowledge creation)
  7.1 Setting up an idea register

7.2 Mining customer complaints
7.3 Problem finding versus problem solving
7.4 Questioning your assumptions
7.5 Two-phase creative brainstorming
7.6 Go outside your comfort zone

The course content and processes reflect the **broad international KM experiences** of the online mentors. *Daan* had KM engagements in the Philippines, Japan, Thailand, Sri Lanka, Bangladesh, S. Korea, Nepal, Afghanistan, India, Pakistan, Ivory Coast, Saudi Arabia, Kenya, Ethiopia, Uganda, Tunisia, USA, Netherlands, Germany, Switzerland, and Denmark. *Serafin*'s KM engagement were in Japan, Korea, Taiwan, Philippines, Vietnam, Cambodia, Thailand, Indonesia, Malaysia, Bangladesh, India, Pakistan, Sri Lanka, Saudi Arabia, Switzerland, Mongolia, and Laos. *Lanlan*'s KM experiences stretched across Japan, Malaysia, Indonesia, Philippines, Fiji, Taiwan, Korea, Bangladesh, Thailand, Nepal, Mongolia, India, and Cambodia.

Features of the Course

- It is approved and endorsed by the People Management Association of the Philippines – the largest professional association among human resource development and personnel managers in the Philippines. CCLFI has a cooperation agreement on the online course with the Civil Service Institute in the Philippine government. So far, the course had graduates from 17 Philippine government agencies.

- The impact or benefit from the course to participants and to their organizations have been measured and reported in an article published in an international peer-reviewed journal in 2020, the Knowledge Management for Development Journal.

- The course is popular among development organizations. We have graduates from Horizont3000, UNICEF, UN Volunteers, Laos-Australia Learning Development Facility, World Wildlife Fund, International Centre for Integrated Mountain Development, Asia Foundation, ILO, Catholic Relief Services, FAO, African Development Bank, Sparkassenstiftung, Asian Development Bank, European Training Foundation, UN Habitat, Lux-Dev, UNICEF, World Vision and EMI Megacities.

- Designed by knowledge management specialists from CCLFI or the Community and Corporate Learning for Innovation – the most experienced company in knowledge management in the Philippines since 1999.

- Rated well by a sample of the graduates:

1. Please rate your overall satisfaction with KM Practitioner Certification Course

39 responses

- Very good
- Good
- Average
- Poor
- Very Poor

30.8% / 69.2%
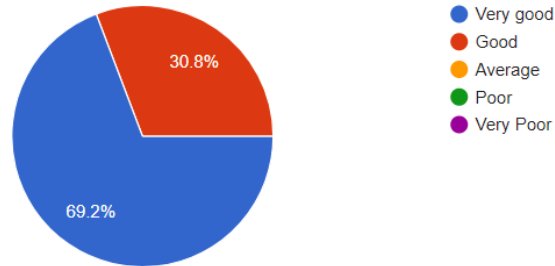
- 44% of a sample of graduates surveyed in April 2018 said that their workplace KM practicums were evidently useful or beneficial and hence were adopted or replicated by other staff or teams in the organization.

Course Fee and Discounts

	Philippines based	Based outside the Philippines
Course fee		
Course fee if paid beyond 30 days after course start date	P38,400	US$ 1,080
Course fee if paid within 30 days after course start date	P 32,000	US$ 900.00
Course fee if paid on or before the course start date ("early bird discount")	P 28,800	US$ 810.00
Notes:		

Notes:

- Bank remittance must be made within 30 days of course start date. Email a scan or photo of the bank receipt to serafintalisayon@gmail.com and babes.afable@gmail.com. Receipt of payment by CCLFI completes the registration process.

- Installment payments are not accepted.

- Please see the Registration Procedure and Registration Form on how to remit the amount to CCLFI. The bank details of CCLFI are in the Registration Form.

*CCLFI is **Community and Corporate Learning for Innovation Inc.**, a corporation duly registered with the Securities and Exchange Commission and the Bureau of Internal Revenue in the Philippines.