

## CKS

### Who Should Attend a CKS Program?

The Certified Knowledge Specialist is designed to meet the needs of:

- **New** KMI students looking for a solid foundation in KM principles plus a "deep dive" into a special topic.
- **Past** KMI Grads holding either the CKM or other CKS designation, who would like to explore a special topic.
- **Anyone** interested in boosting their resume by upskilling in the fast-growing KM space.

### Take a "Deep-Dive" in a Specific KM topic!



KMI has led the way in KM Certification for over 20 years with the **#1 Certification worldwide: the Certified Knowledge Manager (CKM) Program.**

In recent years, we developed a new curriculum designed for "deeper dives" in specific KM topics, and the **Certified Knowledge Specialist (CKS)** series of courses grew from there. Students who wish to go more in-depth in a specific KM topic, can do so with the new CKS curriculum.



Each CKS program combines the core of the acclaimed CKM: the "**KM Foundation**" online program (10 hours of content), plus a **Master Class in a special topic** of your choice (the "deep dive"). This combination ensures that the "essentials" are taught and understood first, before learning to apply the more advanced techniques explored in one of our Master Classes.

**Customer-Driven:** These are not just the topics our instructors believe are critical for KM professionals to know - they fulfill the customer-driven needs of our students, who have expressed a desire to go deeper into such topics as: AI, Taxonomy, Knowledge Transfer, Information Architecture, and many more.



**CKS:** Certification in a Special KM Topic

*Anyone can start a CKS Program regardless of background or experience. The introductory e-modules in the "KM Foundation" program are designed for a robust introduction to KM.*





## Available Course Topics...

### CKS: Business Taxonomy & Ontology



Learn solutions for building your own taxonomy and improving 'findability' in the workplace. Newly updated and recommended for all content management personnel.

**Format:** 2-day Live Class. *Self-paced Taxonomy e-learning program available as an optional add-on.*

**Instructors:** KMI's Instructor Team with partner Enterprise Knowledge.

Learn to:

- Communicate the concepts of taxonomy and metadata in both business and technical terms.
- Educate your organization on the value and potential returns on investment of proper taxonomy design
- Facilitate internal taxonomy design workshops.
- Manage a taxonomy design project, from start to finish, for your organization.
- Sustain your taxonomies, ensuring they evolve in an effective manner to support your business.
- Leverage best practices and proven methodologies for ontology design.
- Understand the most common applications of ontologies to enable advanced semantic capabilities within your organization.

### CKS: Change Management



The most comprehensive online change management course available today, this course teaches the skills, tips, techniques, and tools you need to be successful in your change management effort.

**Format:** Self-paced E-learning (20 hours). Available as a live class.

**Instructor:** Robert Bogue, a leading expert in Change Management.

Learn to:

- Set a clear path from your organization's current state to your vision of its future after the change.
- Master the role of tools like visualizations and personas to support your change.
- Create communication strategies and communications that are effective.
- Address conflict, create buy-in, and motivate everyone to move forward.
- Manage stakeholder expectations and the project.

## CKS: Conversational Leadership



Now you can earn Certification in the fast-growing and evolving art of conversation to improve communication in the workplace as well as our everyday lives. Based on the highly praised workshop (by the same name) delivered annually for years.

**Format:** 2-day Live Class.

**Instructors:** David Gurteen, Donita Volkwijn, John Hovell, and Saule Menane; acclaimed instructor team for the CL workshop.

Learn to:

- Embrace complexity thinking.
- Take responsibility.
- Practice leadership.
- Converse in new ways.
- Convene impossible conversations.
- Sense-make together.
- Develop agency.
- Stimulate 'community.'

## CKS: Creative KM



One of our newer courses based on the popular "Radical KM" Methodology. Learn to master the creative side of KM with "out of the box:" concepts anyone can use.

**Format:** Live Class; 4 half-days.

**Instructor:** Stephanie Barnes; leading author, instructor, consultant, and coach.

Learn to:

- Embrace different forms creativity can take.
- Discover why it's important to tap into our creativity.
- Discover why and how KM and creativity intersect and supports knowledge work.
- Experience how artistic attitudes and practices enhance our work and life
- Experience the enhancement of adaptability, coping with uncertainty and change, resilience, empathy, and decision making through creativity.
- Make online and in-person meetings more engaging and creative and to help us be more mindful
- Incorporate creativity into your organization's KM activities.

## CKS: Information Architecture



Learn IA and Enterprise Content Management strategy and best practices to build your own IA initiative.

**Format:** Self-paced/E-learning. Also available as a private class.  
**Instructor:** Dr. Anthony Rhem; author and a leading consultant in Information Architecture and AI.

Learn to:

- Understand the principles of Information Architecture.
- Understand how to develop and apply Content Model, Taxonomy, and Metadata Schema to your Knowledge/Content Management solution.
- Understand how IA plays a key role in search and the overall user experience.
- Understand how to apply IA to your KM and ECM Strategy.
- Understand Content Governance and its role in Information Architecture.
- Understand how to structure prompts for tools such as OpenAI's ChatGPT, Google's Bard, or Google's Gemini.

## CKS: Innovation Management



Learn Innovation techniques and KM strategies for increased organizational innovation and learning.

**Format:** 2-Day Live Class.  
**Instructor:** Dr. John Lewis; Chief Knowledge Officer, Speaker, Author: Story Thinking.

Learn to:

- Identify success measures and common failures within the innovation cycle.
- Document the decisioning process for options, choices, and learnings.
- Leverage emotional tension and cognitive diversity in the business environment.
- Translate problems into opportunities from the 20 disruption archetypes.
- Explain the working relationships between innovation, learning, and leadership.
- Balance transformational and transactional organizational requirements.
- Identify story patterns within the world's top transformational change model.



## CKS: KM and Enterprise AI



Welcome to the premiere Artificial Intelligence (AI) and Knowledge Management (KM) course, jointly delivered by award-winning KMI partner, Enterprise Knowledge, the largest KM consultancy in the world with extensive experience in KM and AI design and implementation.

**Format:** 2-Day Live Class.

**Instructors:** KMI's Instructor Team with partner Enterprise Knowledge.

Learn to:

- Educate your organization on the importance of KM foundations in the realm of AI.
- Gain a high-level understanding of the role of knowledge engineering in the design of Enterprise AI solutions.
- Understand the role of AI in KM, common cases, applications, and their business value.
- Identify if an organization is ready for the design and implementation of an Enterprise AI solution and what recommended approaches should be taken into consideration.
- Gain an understanding of the recommended roles, responsibilities, tasks, and measures to successfully plan for and manage an Enterprise AI project.
- Acquire insights into designing, planning, and implementing Enterprise AI solutions based on industry best practices and lessons learned.

## CKS: KM and User Engagement



One of our newest courses: learn the latest Agile and Design Thinking methods with KM best practices to give you the tools to effectively engage your users for KM initiatives.

**Format:** 2-Day Live Class.

**Instructors:** KMI's Instructor Team with partner Enterprise Knowledge.

Learn to:

- Understand the intersection of Agile, Design Thinking, KM best practices, and how these three approaches can be applied to engage users, address KM challenges, and improve the success and value of KM initiatives.
- Master proven methodologies for leading conversations and engaging end users in:
  - -- Identifying KM needs and challenges;
  - -- Ideating potential KM solutions to those needs and challenges;
  - -- Prioritizing KM tasks;
  - -- Designing, Implementing, and Testing with your end users and stakeholders;
- Perform actual facilitation approaches, exercises, and techniques.
- Perform short-term workshop)techniques as well as longer-term strategic planning)applications for Agile, Design Thinking, and KM.

## CKS: Knowledge Capture



Learn the proven "Knowledge Jam" method popularized by the book "Sharing Hidden Know-How," authored by KMI Instructor, Kate Pugh.

**Format:** Self-paced E-learning. Also available as a private class.

**Instructor:** Kate Pugh, author, speaker and consultant.

Learn to:

- To facilitate a "Knowledge Jam"
  - Understand and facilitate the proven Knowledge Jam Method.
  - Train your peers on the method.
- Master rationale and cost of knowledge transactions.
- Master facilitation/elicitation methods.
- Master useable, real-world techniques you can apply today!

## CKS: Knowledge Transfer



Learn the proven Knowledge Transfer Process, plus other important Knowledge Retention techniques, team facilitation and leadership.

**Format:** 2-Day Live Class.

**Instructor:** John Hovell, award-winning instructor for KMI and Managing Partner with STRATactical International.

Learn to:

- Master the 4-step Knowledge Retention Process.
- Master KM Action Planning (KMAP).
- Master the "Knowledge Jam" Method.
- Master the Learn Observation, Practice, Partnering, Taking Responsibility (OPPTY) Method.

## CKS: Organization Development



As organizations strive to improve their ability to work at the speed of change, they need more people who have the skills to lead change initiatives. That's why developing an Organization Development (OD) mindset, skillset and toolset is fast becoming an essential capability for leaders, managers and professionals everywhere.

**Format:** 3-Day Live Class.

**Instructors:** Dr. Sharon Varney, a leading expert in OD, and award-winning KMI instructor John Hovell.

Learn to:

- Demystify OD and discover how you can use it.
- Recognize your strengths or get out of a rut.
- Take a valuable step forward in your OD practice.
- Expand your OD range to address tough challenges.
- Land change with people.
- Use Dynamic Patterning to get unstuck.
- Help your organization become change-ready.

## CKS: Taxonomy Design



Ideal for anyone tasked to lead or refresh a taxonomy, or anyone who will be leading a content management effort where taxonomy will play a part; those who could benefit from the convenience of a self-paced course.

**Format:** Self-paced E-Learning.

**Instructor:** Zach Wahl, CEO of Enterprise Knowledge LLC, a leading KM consulting firm.

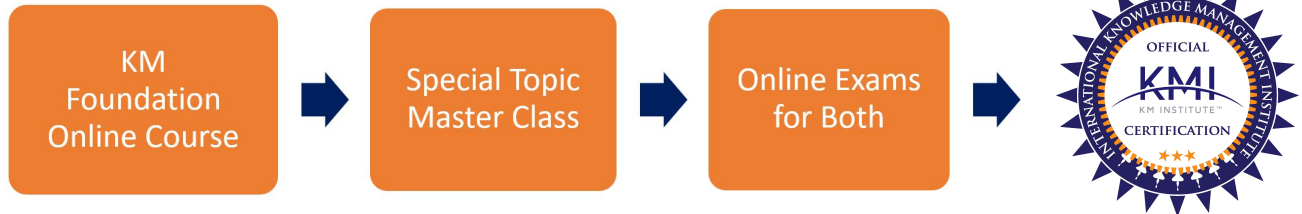
Learn to:

- Communicate the concepts of taxonomy and metadata in both business and technical terms.
- Educate your organization on the value and potential returns on investment of proper taxonomy design.
- Facilitate taxonomy design workshops for your own organization.
- Manage a taxonomy design project, from start to finish, for your organization.
- Sustain your taxonomies, ensuring they evolve in an effective manner to support the business.





## How to Earn your Certification



- **Part 1 - KM401 - Foundation and Essentials Program\*** (10 hours online). **KM401** is the core of the acclaimed Certified Knowledge Manager (CKM), and the foundation for all KMI Certification students.
- **Part 2 - Attend the Master Class -OR- the E-learning Version** - an immersive experience in the topic of your choice - also known as the "Master Class."
- **Complete the Course Exams** - There are no additional fees, and your Certificate is ready to print immediately after you pass. A passing score of at least 70% on each part is required, and you may retake each test as many times as necessary to pass. Testing is part of your Certification package and there are no additional fees prior to the CKS Master Class. Exams can be taken anytime. Approx. time - 10 hours.

*\* Already a CKM or CKS grad from the KM Institute? Just enroll in the Master Class and take the Exam to earn your CKS designation.*

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### PART 1: KM401 “KM FOUNDATION” ONLINE PROGRAM

*\* 'New' Students Only!*

*Ideally studied prior to the CKS Master Class, but can be taken anytime. Approx. time - 10 hours.*

- 01 Introduction
- 02 Create the Knowledge Imperative
- 03 Let's Define Knowledge
- 04 Understand Basic KM Fundamentals – The New Knowledge Paradigm
- 05 Define Knowledge Management (for Diverse Audiences)
- 06 Understand Basic KM Fundamentals – Knowledge Modes (Tacit vs. Explicit)
- 07 Understand Basic KM Fundamentals – Knowledge Processes
- 08 Knowledge-Intensive Activities
- 09 KM Principles
- 10 Proven KM Methodology (Overview) – KM Bulls & Squirrels
- 11 Understand Knowledge-Age Roles
- 12 Transformational Change Management – Essential Leadership Concepts
- 13 Understand Advanced KM Methodology and KM Transformation Solution™
- 14 KM Startup Techniques – Interactive Knowledge Cafés
- 15 Get Started!

## Further Enrichment: The KMI Knowledge Hub



Your KM learning doesn't stop when you achieve Certification. As an added bonus, all Certification students receive a free membership in the KMI Knowledge Hub, your "go to" location for:

- **Continuous Learning** – via "Hot Topics" Training Videos - presentations by subject matter experts on specialty areas relevant to KM practitioners.
- **New Content** – leverage new content and enhancements to your program.
- **Future Course Enhancements** - our Hub members will be the first to know when new/premium offerings are available.

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## Group or Private class?



**Let us come to you!** With a minimum class size of 10 students, KMI can deliver a private CKS class either online (virtually) or at your location or nearby hotel.

Benefits:

- We come to you, or, let us host a virtual class
- The Team learns together
- Tailored approach; Focused on your team's hot-button issues
- Low cost per student

Please contact KMI for special rates/availability. Please allow at least 30 days to coordinate and schedule.



## Contact Us!

### Individual Student Enrollment

Contact: Lorie O'Neill  
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Visit our Calendar:  
[www.kminstitute.org/schedule-eventsclasses](http://www.kminstitute.org/schedule-eventsclasses)

### Private Classes, Custom Training

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