UNITED NATIONS SYSTEM STAFF COLLEGE

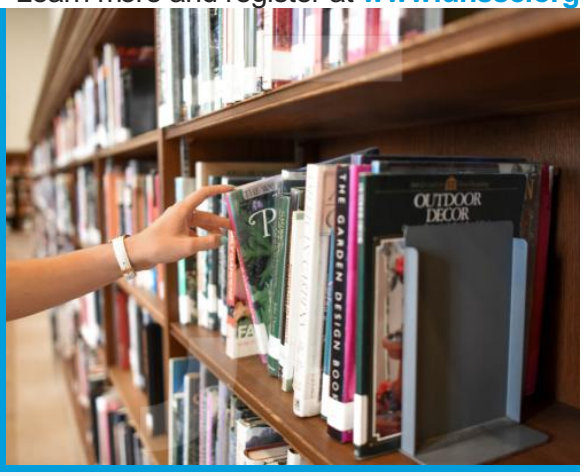
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ONLINE

01 JAN 2025 - 31 DEC 2025

Fundamentals of Knowledge Management (self-paced)

Management



LANGUAGE
English

DURATION
4 months from date of receiving login information

ENROLL BY
19 Dec 2025

PRICE
550 USD

LOCATION
ONLINE

TARGET
Everyone

CONTACT leadershipandmanagement@unssc.org

Learn knowledge management strategy, processes, components, best practices and tools for capturing and refining knowledge assets. Understand in what forms knowledge exists, and create and share processes to meet organizational goals.

Introduction

The course is designed to equip United Nations(UN) staff with enhanced skills in applying knowledge management tools and techniques in the UN context.

Objectives

Upon successful completion of this course, participants should be able to:

- Describe a range of skills, methods and techniques to enhance individual and collective performance in developing programmes and delivering sustainable and effective results;
- Give examples of how knowledge management can boost individual and collective effectiveness in their particular context, as well as from an organization's perspective;
- Identify "quick wins" and use appropriate knowledge management techniques to foster dialogue and collaboration, identify good practices and facilitate access to pockets of knowledge within their respective context.

Course methodology

This course is delivered entirely online. It is a self-paced course that participants can start at any time and complete activities at their own pace. Once they receive the login information, participants are required to complete all activities within four months. To receive a certificate, they will be required to complete an end of course questionnaire. There is no weekly webinar in this course.

Course contents

The self-study course consists of the following lessons:

Lesson 1: Introduction

- Introduction
- Getting started

Lesson 2: What is Knowledge Management (KM)?

- KM at the UN
- Why KM Fails?
- KM Self-Assessment
- KM Process
- Strategies for Explicit, Implicit, and Tacit Knowledge

Lesson 3: KM Tools and Practices

- Soft Skills for Personal KM
- Tools for Knowledge, Learning and Innovation
- Overview of KM Tools
- Working with Data
- KM and Social Media

Additional Paths:

- The Basics Databases and Data Mining
- Data Governance

Lesson 4: Integrating KM into your Workplan

- Personal KM
- Learning Before, During and After
- Change Management
- Partnership Building with KM
- Case Studies from the Development and Humanitarian Sector

Additional Path: KM for Managers

- Strategic KM – KM for Managers

Additional Path: KM for Talent Management

- KM for Talent Management

Additional Path: KM for IT

- Introduction to Cloud Services
- BI and Advanced Analytics

Lesson 5: The Future of KM

- Managing Knowledge in the Age of Digitalization Transformation
- KM and Industry Revolution 4.0
- Shifting Online – KM and Virtual Knowledge Room
- KM and Innovation
- KM and Design Thinking

Additional Path:

- KM and Digital Transformation

Additionally, we prepared 2 Lessons covering **more advanced topics (optional):**

Big Data Analysis

- Relationship between KM and Big Data
- Taxonomy & Folksonomy
- Automated KM Tools for Unstructured Data
- KM and Sentiment Analysis
- KM and Semantic Technology
- The Basics Databases and Data Mining
- BI and Advanced Analytics
- Data Governance

Searching for Knowledge

- Search Engines
- Knowledge Audit and Knowledge Transfer
- Knowledge Graphs and Knowledge Networks

Target audience

Professional UN staff working at both headquarters and field locations.

Cost of participation

The course fee of $550 covers full participation in the online course.