

Knowledge Management Series

ORGANIZING KNOWLEDGE AND INFORMATION

Principles and Practices for Enhanced Knowledge Retrieval

In the effort to capture and retain knowledge, organizations have invested heavily in repository products and related technologies. For many, however, the result has delivered less than they expected. Instead of easily searchable information, they wind up with a dizzying collection of confusing, unorganized and unsearchable content. With this reality, knowledge transfer and sharing becomes even more complicated.

ORGANIZING KNOWLEDGE AND INFORMATION is a half-day seminar or full day workshop that helps established and new repository product users understand the core concepts they need to know and apply to make their products easier to use when storing or retrieving content. The course was created based on real-life experiences in major organizations and a modern understanding of Knowledge Management.

Topics addressed in this seminar include...

- A review of the *design principles* central to creating useable repository sites.
- How to use common-sense *metadata* strategies to make repository content more searchable.
- Proven organizational strategies that may be used to create structures (taxonomies) for repository content.
- The fundamental concepts of *knowledge management* and how they relate to document retention.

Each of these topics lead to practical, realistic processes your organization can immediately apply. This session also integrates with more detailed strategies, techniques and templates offered in other seminars offered by *Tryon and Associates*.

ORGANIZING KNOWLEDGE AND INFORMATION uses a variety of exercises to reinforce the concepts. This enables attendees to take away tangible strategies that may be developed further in their workplace.

Learning Objectives

The specific goals and objectives for this seminar are to help each attendee...

- Improve the organization and search options in existing repository products.
- Prepare for future repositories using enhanced search, greater emphasis on metadata and a requirement for formal taxonomies.
- Prepare themselves and their organization for formal Knowledge Management activities.

Seminar Content

ORGANIZING KNOWLEDGE AND INFORMATION is divided into the following units...

- Session 1: GENERAL DESIGN PRINCIPLES
- Session 2: METADATA
- Session 3: ORGANIZATIONAL STRATEGIES
- Session 4: KM/ECM OVERVIEW

Audience

This seminar is most applicable for site administrators and senior users for repository products. Attendees, however, are not required to be an expert in any specific technology products nor are they required to have a technology background. The course will also be valuable to people charged with evaluating compliance requirements for an organization or helping to gather business intelligence content.

Prerequisites

There are no prerequisites for this session.

Duration

ORGANIZING KNOWLEDGE AND INFORMATION compresses a large number of issues into a very stimulating and fast-paced half-day seminar or one-day workshop.

Format

This seminar utilizes an instructor-led format. Consistent topic coverage is insured by the use of easy-to-follow seminar notes. The instructors introduce each topic adding illustrations, examples and analogies to explain the material. Seminar attendees are encouraged to add their observations or ask questions at any time. Workshops will help illustrate specific topics and stimulate questions.

Materials

Each attendee receives a full set of presentation materials used by the instructor during the seminar. Various articles, examples, templates and common processes that are identified during the course may also be distributed.

Author

ORGANIZING KNOWLEDGE AND INFORMATION was developed by *Tryon and Associates* founder Charles Tryon. [Chuck Tryon](#) is the author of *Managing Organizational*



Knowledge and has created over a dozen seminars on Knowledge Management, Project Management and Requirements Management. He is the co-chair and moderator for the annual Knowledge and Project Management Symposium. Since 1981, Chuck has taught thousands of people how to manage their projects and define business requirements. Chuck holds a Master of Science in Knowledge Management degree to compliment his undergraduate degree in Business Administration. He has also authored numerous papers that are available at www.TryonAssoc.com.

Scheduling and Pricing

This seminar is typically scheduled on-site for a specific client. Please review the general [scheduling and pricing policies](#) on the *Tryon and Associates* website. A price quote will be provided on request. On occasion, this seminar is offered on a public basis. Contact *Tryon and Associates* for more information about scheduling or attending this seminar.

Contact Information

Additional information on this and other *Tryon and Associates* seminars may be obtained by calling (918) 625-8258. Seminar descriptions and other helpful information are available at www.TryonAssoc.com.

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