



AI AND DIGITAL TRANSFORMATION TRAINING

Knowledge Management and Organisational Memory

3 day course

Classroom, online or in-house

Course overview

Organisations lose the knowledge of how things actually work when experienced people leave, and they discover the loss the first time a situation arises that the procedures do not cover. This course covers retaining it. Delegates work through the difference between information that can be written down and knowledge that lives in judgement and experience, identifying where critical knowledge sits and how exposed the organisation is, and capture methods including documentation, structured interview, shadowing and communities of practice. Storage, search and the reality that people will not use a repository they cannot search are addressed. Lessons learned processes are covered, including why most produce nothing. The course closes on retirement and succession risk and on measuring whether knowledge was actually transferred.

What you will learn

- Distinguish documentable information from experiential knowledge
- Identify where critical knowledge sits and quantify the exposure
- Apply capture methods including structured interview and shadowing
- Build communities of practice that survive their launch
- Store and make knowledge findable in practice
- Run a lessons learned process that produces change
- Manage retirement and succession risk, and measure transfer

Who should attend

- Knowledge and information managers
- Human resources and learning practitioners
- Engineering and technical managers facing retirements
- Project managers running lessons processes
- Records and content management staff

Course outline

- 01 Discovering the loss when procedures run out
- 02 Information against experiential knowledge
- 03 Locating critical knowledge and exposure
- 04 Capture through documentation and interview
- 05 Shadowing and communities of practice
- 06 Storage, search and findability
- 07 Lessons learned that produce change
- 08 Retirement risk and measuring transfer

Upcoming dates

Dates	Venue	Format	Fee per delegate
4 to 6 January 2027	Cape Town, South Africa	Classroom	R14,950
24 to 26 March 2027	Online	Online	R6,500
29 to 31 March 2027	Windhoek, Namibia	Classroom	R14,950



Fees and how to register

This 3 day course is **R6,500** per delegate online, **R14,950** in the classroom in South Africa, Botswana, Namibia, Lesotho and Eswatini, and **USD 995** in the classroom elsewhere in Africa. In-house training is quotation on request. Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afriscience.co.za, or WhatsApp us on **+27 63 479 1136**.

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