

14 March 2011

Ministry of Civil Service and Administrative Reforms
Circular Letter No. 17 of 2011
E/70/1/1/101

From: Senior Chief Executive, Ministry of Civil Service and Administrative Reforms

To: Supervising Officers i/c of Ministries/Departments

Training Programme on Knowledge Management

This Ministry is proposing to mount and organize a two-day training programme on Knowledge Management for senior and middle level officers from both technical and non-technical cadres including Human Resource Management. The training sessions will be held for around 140 officers grouped in 4 batches, as from the second week of April 2011 at the Lecture Room, 6th floor, Fooks House, Bourbon Street, Port Louis.

2. The training programme aims at:
 - Helping participants to create and maintain a knowledge base to solve problems and how knowledge best practices can improve service levels to customers.
 - Managing intellectual capital and intellectual assets with a view to developing the skills and processes to build Knowledge Management solutions that leverage organizational and individual knowledge.
3. A copy of the course content is at Annex 1.
4. In this context, Supervising Officers of Ministries/Departments are invited to submit **in order of priority** as per pro-forma at Annex 2, the names of officers who would be nominated for the training programme. The proposed nominations should reach the Ministry of Civil Service and Administrative Reforms, Human Resource Development Division, 4th floor, ATOM House, Royal Street, Port Louis, at latest by **Friday 01 April 2011**.
5. I rely on your usual collaboration and support to help us in our capacity building initiative and to further the development of our human resources in the public sector.

S. Seebaluck
Senior Chief Executive

Copy to: Secretary to Cabinet and Head of the Civil Service

DAY ONE

08 45 – 09 00 hrs	REGISTRATION OF PARTICIPANTS
09 00 – 10 30 hrs	Introduction to Knowledge Management <ul style="list-style-type: none">• What is KM?• Why KM?• KM Definitions
10 30 – 10 45 hrs	<i>Tea Break</i>
10 45 – 12 15 hrs	Introduction to Knowledge Management (Contd) <ul style="list-style-type: none">• KM Principles<ul style="list-style-type: none">(i) Processes(ii) Structure(iii) System and Tools
12 15 – 13 00 hrs	<i>LUNCH</i>
13 00 – 14 15 hrs	Understanding The Four Dimensions Of Knowledge Management <ul style="list-style-type: none">• Personal KM• Team KM
14 15 – 14 30 hrs	<i>Tea Break</i>
14 30 – 16 00 hrs	Understanding The Four Dimensions Of Knowledge Management (contd) <ul style="list-style-type: none">• Organizational KM• Inter-organizational KM• Case Study

DAY TWO

09 00 – 10 30 hrs	KM Development <ul style="list-style-type: none">• Roles and responsibilities• Processes, methods and Tools• Knowledge competencies
10 30 – 10 45 hrs	<i>TEA BREAK</i>
10 45 – 12 15 hrs	KM Development (contd) <ul style="list-style-type: none">• Knowledge Networks• KM Technologies• KM Measures• Case Study
12 15 – 13 00 hrs	<i>LUNCH</i>
13 00 – 14 15 hrs	Implementing KM <ul style="list-style-type: none">• Awareness & Understanding• Analysis and Planning
14 15 – 14 30 hrs	<i>Tea Break</i>
14 30 – 15 45 hrs	Implementing KM (contd) <ul style="list-style-type: none">• Choosing the right KM technique• Compiling Knowledge assets• Case Study
15 45 hrs	Evaluation and Award of Certificate

Ministry of Civil Service and Administrative Reforms
Training Programme on Knowledge Management

Ministry / Department :

Title	Surname	Other Name(s)	Designation	Date of birth	Contact Details (Telephone, Mobile, Fax, Email)

Approved and Submitted by:

Name:

Signature:

Date: