Knowledge Management and Competence Development
Managing corporate knowledge processes
International Module: Students from different universities join to explore theory and practice

Course content

Knowledge management (KM) and competence development (CD) are crucial for knowledge intensive organizations. The identification, development, use and documentation of knowledge have to be aligned with goals and processes.

To support these processes effectively with information and communication technologies (ICT), we need to understand how people share knowledge and develop competences in companies. On this basis we design measures to promote learning as well as the sharing and application of knowledge.

By the end of this course, participants can …

- **Explain** sophisticated concepts and research findings in the area of KM&CD.
- **Apply** these findings to KM&CD situations in their own work contexts or in cases.
- **Design** innovative KM&CD solutions in their own work situations or in other contexts, tackling challenges in contemporary knowledge organisations.
- **Research** and discuss recent developments and academic findings in KM&CD.

Lecturers

- Prof. Dr. Urs Gröhbiel (urs.groehbiel@fhnw.ch) skype: urs.groehbiel
- Dr. Christoph Pimmer (christoph.pimmer@fhnw.ch) skype: pimchris

Dates

- October 13th until December 22nd 2017
- Fridays, 1.15 until 6 pm (UTC/GMT +2 till end of Oct., afterwards UTC/GMT +1)
  with mandatory e-conference 5-6 pm (see "Structure")

Credits

6 ECTS/180 hours working time in a "flipped classroom" structure with …

- 55 Lessons online Lecture (11 sessions with 5 lectures each)
- 125 hours of self-directed study (semester assignment, reading, exam preparation)

Participating institutions and students

MSc Business Information Systems with some 30 participating students. MSc BIS will offer the online material (open online presentations, assignments with feedback from lecturer and related reader in restricted online area) and an exam with evaluation criteria for all participating students as well as coaching of students with regards to the self-directed study.

University of Camerino will offer the course to its students enrolled in the curriculum Enterprise Software Systems of the MSc in Computer Science.

Structure of an online session

The weekly online seminar will consist of five lectures of 45 minutes each with the following typical elements.

Lect.	Learning activities of the course participants	Teaching and coaching support of the lecturer	Tools
1	Watch online presentations Read questions and answers of other students Ask individual questions*	Answering questions - Friday: 1.15 till 2 p.m. immediate response - Rest of the time: response within 24 hours	- Adobe Connect & Skype: audio/video and chat - Discussion board on SharePoint
2-4	Work on individual assignment and partner assignment, Study questions and answers of other students, Ask individual questions	Answering questions - Friday: 2.15 till 5 p.m. immediate response - Rest of the time: response within 24 hours	- Adobe Connect & Skype: audio/video and chat - Discussion board on SharePoint
5	**LIVE ONLINE PLENARY**: Discussion of open questions Presentation and discussion of solutions	- Friday: 5.15 till 6 p.m. - Explanation of key issues related to presentations and assignments - Discussion of exemplary solutions and questions - Lessons learned	- Adobe Connect: audio/video and chat - Online Pad, Sharepoint document sharing and commenting

*The online presentations and group assignments will be available one week before the online seminar.

Programme

Online-Links

- [Course Room](link) (Online plenary)
- [Course Platform](link) (assignments, reading material, recorded lectures, agenda, forum)

Sessions	Dates
I INTRODUCTION AND OVERVIEW	
Preparation: reflection of individual relevance, sharing in LinkedIn group: Professional background and interest in course topics (identify KM/CD topics from your professional background that you like to investigate in depth during the course in the assignment).	Oct 10-12th
1 Course overview and methodological tools for semester assignment - Course structure, learning contents, assignment and tools, exam (1 l. Urs) - Business Case (1 l. Urs) - KM/CD-related research strategies and tools. Exercises and small assignments regarding literature research in KM&CD. (3 l. Christoph)	Urs & Christoph Oct. 13th **ONLINE & Olten**

Sessions	Dates
II CONTENT	
2 Learning I – Basic Principles, methods and media - Key concepts of Pedagogic Design: paradigms, goals, methods, media - Assignments: application to own context or case	Urs Oct. 20th ONLINE
3 Learning II – Design and Implementation of KM and learning solutions - eLearning landscape and decision matrix - Assignments: application to own context or case	Urs Oct 27th ONLINE
4 KM I: Concepts & Methods - Basic concepts of KM - Assignments: application to own context, analysis and design	Urs Nov 3rd ONLINE
5 Designing and researching communication systems - Design-based research, participatory design, scenario-based approach - Case: developing a mobile communication system for hospitals	Christoph Nov 10th ONLINE
6 KM II: Tools & Practice - Instruments, Social Software - Assignments: application to own context - KM practice in global and national enterprises (2 l. Beat Knechtli, Baloise)	Urs Nov 17th ONLINE
7 Mobile knowledge: Concept and cases for mobile KM and mobile learning - Concepts including activity system, week/strong ties and transparency - Cases and examples: from various industries and public health organisations	Christoph Nov 24th ONLINE
Deadline I: Outline of semester assignment is defined	Nov 24th

III APPLICATION AND REFLECTION: SEMESTER ASSIGNMENT	
8 Coaching I - Semester assignment: Individual discussion of intermediate results and questions	Urs & Christoph Nov. 25th-30th (ONLINE/F2F indiv. schedule)
Deadline II: Submission of semester assignment DRAFT for Peer Evaluation	**Nov. 30th 23.55 h**
9 Preparation of Peer Evaluation - Introduction: evaluation guidelines, criteria and assessment of your evaluation - Start with evaluation of two other semester assignments of your choice	Urs & Christoph Dec 1st ONLINE
Assignment: Peer Evaluation of two **Semester Assignments**	Dec. 2nd - Dec. 7th ONLINE
Deadline III: Submission of evaluation of two other assignments	**Dec. 7th 23.55 h**
10 Discussion of Peer Evaluation - Discussion of the peer-evaluation: The evaluators make an appointment with authors and their tutor. - Finalization of the semester assignment by the authors.	Urs & Christoph Dec.8th- Dec. 14th (ONLINE individual schedule)
Deadline IV: Submission of final version of semester assignment	**Dec. 21st 23.55 h**
11 Revision Session and Outlook - Preparation of final exam, Evaluation of the course - Final presentations and discussions, Networking-Apéro	Urs & Christoph Dec. 22st **ONLINE / OVR**