

MODULE	Knowledge Management and Competence Development
ECTS-Credits	6
Descriptor	
School	School of Business
Course of Study	MSc in Business Information Systems
Short Title	Knowledge Management
Module Group	Technology-oriented Management
Type	<input checked="" type="checkbox"/> Core Course <input type="checkbox"/> Related Course <input type="checkbox"/> Minor Course
Academic Module Coordinator	Prof. Dr. Urs Gröhbiel
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Level	<input type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input checked="" type="checkbox"/> Advanced <input type="checkbox"/> Special
Pre-requisites	---
Restrictions	---
Contact hours	55 h online classroom Thereof, optional 10 h face-to-face classroom. Additional face-to-face coaching in Basel and Olten on demand
Overall hours (contact hours plus self-study)	180
Language of Tuition	English
Module Objective	<p>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.</p> <p>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 can design measures to promote learning and application of knowledge.</p> <p>In the end of this course, participants can ...</p> <ul style="list-style-type: none"> - Explain sophisticated concepts and research findings in the area of KM&CD. - Apply these findings to KM&CD situations in their own working context or in cases. - Design an innovative KM&CD solution in their working situation or in another context, tackling an up-to-date challenge. - Research and discuss recent developments and academic findings in KM&CD.

<p>Outline Content</p>	<p>Key methods of this module are self-directed learning with online presentations and assignments (5 of 8 are compulsory), the discussion of concepts and research findings, the reflection of cases and personal experience as well as the problem-based development of solutions.</p> <p>We will not only talk about the use of the technologies but experiment with different forms of eLearning such as eConferencing, eCollaboration and mobile learning in the course itself.</p> <p>We will examine the potential of recent trends in areas such as Web 2.0, mobile learning or work-based learning in the context of the working situation of the course participants and of international organisations.</p> <p>The following topics will be dealt with and applied to the context of the course participants:</p> <ol style="list-style-type: none"> 1. KM concepts and tools: designing and implementing solutions integrated in the value chain 2. Pedagogical design: Basics of designing effective solutions to foster competence development in organizations 3. Communication: Designing and researching communication systems including principles of design research, participatory design, scenario-based approaches 4. Mobile knowledge systems: concepts and cases for mobile KM and mobile learning from various industries and public health organisations 5. Social Mobile Media: using mobiles and social software to support problem-solving, coaching, self-reflection, identity building in working contexts <p>Structure of the course:</p> <ol style="list-style-type: none"> I. Introduction: Overview, selection of topics and projects, team building (2 sessions) II. Theory and semester assignment (8 sessions) III. Reflexion, student presentations* and cases** (3 sessions) IV. Review (1 session) <p>* Selection of student investigations (presentation by authors, moderation and report by other team) ** Cases from experienced KM practitioners and researchers</p>
<p>Teaching and Learning Methods</p>	<p>Online presentations, case studies, Quizzes, self-reflection, group-work (design, research assignments)</p>
<p>Assessment</p>	<ul style="list-style-type: none"> • Semester Assignments, counting for 50% (thereof 35% for own contribution, 10% for evaluating two peer contributions, 5% for five accepted small assignments) • Final exam, counting for 50%
<p>Subsequent Course Subject</p>	<p>--</p>
<p>Other</p>	<p>--</p>

<p>Indicative Learning Resources</p>	<p>Nonaka, Ikujiro; Takeuchi, Hirotaka (1995). The knowledge creating company: how Japanese companies create the dynamics of innovation. New York: Oxford University Press.</p> <p>O'Reilly, Tim. What is Web 2.0: Design Patterns and Business Models for the next Generation of Software. Über http://www.oreillynet.com/pub/a/oreilly/tim/news/2005/09/30/what-is-web-20.html. 2005.</p> <p>Pimmer, C., Linxen, S., & Gröhbiel, U. (2012). <u>Facebook as a learning tool? A case study on the appropriation of social network sites along with mobile phones in developing countries.</u> <i>British Journal of Educational Technology</i>, 43(5), 726-738</p> <p>Probst, Gilbert; Raub, Stefan; Romhardt, Kai. Wissen managen: Wie Unternehmen ihre wertvollste Ressource optimal nutzen. Gabler, Wiesbaden 2006.</p> <p>Pimmer, C., & Pachler, N. (2014). Mobile learning in the workplace. Unlocking the value of mobile technology for work-based education. In M. Ally & A. Tsinakos (Eds.), <i>Increasing Access through Mobile Learning</i> (Vol. 1, pp. 193-204). Vancouver: Commonwealth of Learning Press and Athabasca University.</p>
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