

Knowledge Transfer in Project Management: Secrets to Increase Transferring Knowledge from the Team to the Customer – 1 Day

PDU's - 6.5

PMI's Talent Triangle Breakdown

Ways of Working - 3.75

Power Skills - 0.50

Business Acumen - 2.25

PMI's Certification Breakdown

PMP - 6.50

PMI-ACP - 6.50

PMI-SP - 2.75

PMI-RMP - 2.75

PfMP - 6.50

PMI-PBA - 6.50



Course Description: Transferring Knowledge happens in project management to transition knowledge from the project team to the Customer. It is one of the best ways to educate current employees about new processes, procedures, and knowledge from a project or new initiatives. Knowledge transfer is more than on-the-job training; it means replicating the actions of an experienced worker.

Knowledge transfer in projects rarely happens organically but must include a transfer of knowledge plan with milestones for learning and understanding the new knowledge. Knowledge transfer can occur throughout the project or at the end prior to closing out and includes both tacit and explicit knowledge.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

Objective 1: Understand an overview of knowledge transfer

- Define knowledge transfer
- Barriers to knowledge retention
- Benefits of knowledge transfer
- Create goals for knowledge transfer
- Understand knowledge shelf life

Objective 2: Defining explicit, tacit, and lost knowledge

- Determine the impact of lost organizational knowledge
- Understand the types of lost organizational knowledge
- Classify types of lost organizational knowledge
- Understand a typology of lost knowledge

- Setting the goals for knowledge transfer
- Compare types of knowledge

Objective 3: Analyze the characteristics of a good knowledge transfer program

- Appraise types of knowledge
- Create a continuous improvement process for knowledge transfer
- Determine the cost-benefit of transferring knowledge
- Mapping core skills for transfer
- Understand the motivation of the knowledge transfer strategy
- Select good transfer of knowledge methods

(Continued on next page)

- Evaluate the opportunities for knowledge transfer
- Predict the threats of knowledge transfer

Objective 4: Evaluate the type of learner

- Identify strategies for a resistant learner
- Understand the difference and fallout of push/pull learning
- Evaluate shallow learning
- Identify qualities of deep learning

Objective 5: Determine which SMEs possess knowledge in specific areas

- Create a Skills Transfer List by SME
- Create a knowledge transfer strategy
- Work with current experts and SMEs
- Examine an information collection plan
- Understand the types, frequency, and format
- Establish knowledge transfer milestones
- Compare accidental and intentional forgetting

Objective 6: Evaluate techniques for transferring knowledge

- Evaluate the current knowledge retention strategies
- Differentiate knowledge transfer which requires training
- Distinguish knowledge transfer through mentoring
- Create ideas for a new culture that supports knowledge retention and transfer

Objective 7: Select the criteria for documents and archiving

- Audit new knowledge usage
- Meet the documentation goals and objectives for the project
- Determine the criteria for document archiving
- Verify documents contents