



RECAP OF DAY 1 KNOWLEDGE MANAGEMENT LEARNING EXCHANGE





SETTING THE SCENE



- Introduction to the Knowledge Managers Reference Group (KMRG) – objectives and membership
- Overview of KM benefits
- About the KM Master Classes/Learning Exchange (purpose and objectives; session themes; programme; questions for deliberations)
- Theme: Placing Knowledge Management at the core of the Local Government Agenda
- Future engagements





CREATING A CULTURE OF LEARNING IN THE PUBLIC SECTOR



- Concepts, definitions and critical success sectors, e.g. knowledge, organisational learning and creating a culture of learning in organisations;
- Features (characteristics) of learning organisations
- Creating a culture of *learning* and *innovation* in organisations – these aspects go hand in hand
- What Knowlead have learnt through research, training and interaction with private and public sector organisations about KM, organisational learning and innovation during the past, nearly two decades.





Applying Concepts & Principles of KM in Local Government



- Setting the scene
- Clarifying fundamental Concepts in KM
- Looking at Knowledge
- Perspectives on Knowledge Management
- KM in Local Government: Key factors to consider



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City to City Learning



- City-to-city learning in Southern Africa: Emerging insights from the UCLG mentorship program between Durban, Mzuzu City and Otjiwarongo Council
- Background to research; questions and methodology
- How city to city learning defined
- Who learns and benefits: Is it really ONE WAY
- Mutual learning
- Five phase learning model
- Impact of mentorship
- Critical success factors

