



RECAP OF DAY 1 KNOWLEDGE MANAGEMENT WORKSHOP





OFFICIAL OPENING AND WELCOME



- CEO – welcomed management and leadership to the inaugural SMILE learning session
- Mayor – also officially welcomed all participants and delegates to Swakopmund
- SMILE is centre of excellence for local government and was set up for learning and sharing
- Purpose of workshop is to sensitize municipalities about Knowledge Management



MESSAGE OF SUPPORT



- NALAO (Professionals) and ALAN (Councillors)
- SMILE – centre of excellence - background
- 1st knowledge sharing session
- Through knowledge sharing will improve service delivery
- SALGA – engage with MILE to package workshop
- Celebrating 20 years – repositioning SALGA as a centre of knowledge, learning and innovation
- Focus on sharing experiences and good practices



GROUND RULES



- Adopted an informal and relaxed session
- What is the most important aspect that you hope to achieve/cover in the KM Workshop:





SETTING THE SCENE



Objectives of the KM Workshop

- Providing an understanding of the important principles of KM & engendering support for & practices of KM
- Empower you to become knowledge Champions, *thought leaders & change agents* to build an organisational culture & practices conducive to KM
- Ensure even better service delivery to the citizens of Namibia





BROAD TOPICS COVERED



- Definition of Knowledge Management
- Principles, concepts and foundations (building blocks)
- The learning organisation in relation to Knowledge Management
- Dynamics of knowledge sharing and collaboration





HIGHLIGHTS



- Slow pace of KM in the public sector
- Challenges & pressures facing this sector in SA
- Strategic importance of KM
- The knowledge based economy
- Key factors driving the knowledge economy
- Implications of a knowledge economy
- KM as enabler in the knowledge economy
- Basic concepts of Knowledge Management
- Relationship between knowledge, information, documents and records
- Hierarchy – data – information – knowledge – intuition
- Characteristics of knowledge – tacit, explicit