

# ARMY OPERATIONAL KNOWLEDGE MANAGEMENT

## KNOWLEDGE FACILITATION SKILLS COURSE

During this five-day course, professional forum facilitators and community leaders share best practices and lessons learned.

Three terminal learning objectives (TLO):

- Manage an online conversation
- Manage a professional forum
- Apply Knowledge Management strategies and approaches

Day 1 provides an introduction to community of practice technologies.

Days 2-5 provide community leader/facilitation skills discussion and instruction.



The course is designed to improve the ability of, and enable the Professional Forum facilitator to:

- Apply a basic understanding of Knowledge Management and enabling services
- Describe the roles and missions of a KM practitioner
- Manage conversation in an online Professional Forum
- Facilitate knowledge flow between community members and across community boundaries
- Communicate effectively with both the community and the US Army Combined Arms Center
- Manage content for the community
- Assess and improve knowledge flow and transfer of both tacit and explicit knowledge
- Integrate knowledge across the organization
- Identify and develop good news stories highlighting knowledge-based solutions
- Report on community progress and measures of effectiveness
- Monitor Operational Security (OPSEC) within the forum