Knowledge Capture and Retention Training Course

Professional Development Training Course Outline

Category	Library Institute	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Knowledge Capture and Retention Training Course equips organizations with advanced strategies, digital tools, and best practices for preserving critical knowledge assets, improving knowledge sharing, and strengthening organizational intelligence. In today’s competitive business environment, effective knowledge management, employee expertise preservation, succession planning, and institutional memory development are essential for maintaining operational continuity and achieving sustainable growth. This course focuses on modern knowledge capture frameworks, documentation techniques, collaboration platforms, and retention strategies that help organizations transform individual expertise into accessible organizational resources.

The course provides practical approaches for identifying valuable knowledge, preventing knowledge loss, and developing a culture of continuous learning and innovation. Participants will explore knowledge management systems, lessons learned processes, communities of practice, and digital knowledge repositories. Through global case studies and industry examples, learners will gain the skills required to design effective knowledge retention programs that enhance productivity, decision-making, employee engagement, and long-term organizational performance.

Programme Curriculum

Knowledge Capture and Retention Training Course

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Course Objectives

By the end of this course, participants will be able to:

1. Understand modern knowledge management frameworks and organizational intelligence strategies.
2. Apply effective knowledge capture techniques for preserving critical business information.
3. Develop knowledge retention strategies that support workforce continuity and succession planning.
4. Implement digital knowledge repositories and information-sharing platforms.
5. Improve organizational learning through structured knowledge-sharing practices.
6. Identify knowledge gaps and develop strategies for knowledge transfer.
7. Utilize lessons learned methodologies for continuous improvement.
8. Strengthen collaboration through communities of practice.
9. Apply artificial intelligence and digital transformation tools in knowledge management.
10. Design knowledge governance frameworks for organizational sustainability.
11. Improve employee engagement through knowledge-sharing cultures.
12. Develop documentation standards for operational excellence.
13. Create strategic knowledge management plans aligned with business goals.

Organizational Benefits

- Reduces knowledge loss caused by employee turnover and retirement.
- Improves operational efficiency through better access to information.
- Strengthens innovation and continuous improvement initiatives.
- Enhances decision-making through reliable organizational knowledge.
- Supports effective succession planning and talent development.
- Builds a collaborative knowledge-sharing culture.
- Improves employee productivity and engagement.
- Preserves critical organizational experience and expertise.
- Enhances competitiveness through knowledge-driven strategies.
- Supports digital transformation and business sustainability.

Target Audiences

1. Knowledge management professionals and specialists.
2. Human resource managers and talent development teams.
3. Organizational learning and development professionals.
4. Business leaders and senior executives.

5. Project managers and team leaders.
6. Information management and digital transformation professionals.
7. Consultants involved in organizational improvement.
8. Employees responsible for documentation and knowledge sharing.

Course Duration: 5 days

Course Modules

Module 1: Fundamentals of Knowledge Capture and Retention

- Understanding knowledge management concepts, principles, and organizational value.
- Exploring explicit knowledge and tacit knowledge capture methods.
- Identifying critical knowledge assets within organizations.
- Developing strategies for preserving institutional memory.
- Examining global case study: NASA knowledge retention practices.
- Applying knowledge mapping techniques for organizational improvement.

Module 2: Knowledge Capture Techniques and Documentation

- Learning effective methods for capturing employee expertise.
- Developing structured documentation and information recording systems.
- Applying interviews, storytelling, and observation techniques.
- Creating standardized knowledge capture templates.
- Examining global case study: Toyota continuous improvement knowledge systems.
- Implementing documentation processes for operational consistency.

Module 3: Knowledge Transfer and Sharing Strategies

- Understanding effective knowledge transfer frameworks.
- Developing mentoring and coaching programs.
- Establishing communities of practice within organizations.
- Improving collaboration through knowledge-sharing platforms.
- Examining global case study: Siemens knowledge-sharing initiatives.
- Designing employee knowledge exchange programs.

Module 4: Digital Tools for Knowledge Management

- Exploring digital knowledge repositories and collaboration technologies.
- Understanding artificial intelligence applications in knowledge management.
- Implementing enterprise content management systems.
- Improving information accessibility through digital platforms.
- Examining global case study: Microsoft digital workplace transformation.

- Selecting appropriate knowledge management technologies.

Module 5: Knowledge Retention and Succession Planning

- Developing strategies to prevent critical knowledge loss.
- Linking knowledge retention with workforce planning.
- Creating succession management frameworks.
- Identifying key experts and critical knowledge areas.
- Examining global case study: General Electric leadership development model.
- Implementing organizational continuity strategies.

Module 6: Knowledge Governance and Organizational Learning

- Establishing knowledge governance policies and procedures.
- Developing knowledge ownership and accountability structures.
- Measuring knowledge management effectiveness.
- Creating continuous learning environments.
- Examining global case study: Shell knowledge management practices.
- Integrating knowledge governance with business strategy.

Module 7: Measuring Knowledge Management Performance

- Understanding knowledge management performance indicators.
- Developing evaluation frameworks for knowledge initiatives.
- Measuring knowledge-sharing effectiveness and impact.
- Using analytics to improve knowledge processes.
- Examining global case study: IBM knowledge management analytics.
- Creating improvement plans based on performance results.

Module 8: Building a Knowledge-Driven Organization

- Developing long-term knowledge management strategies.
- Creating organizational cultures that encourage knowledge sharing.
- Integrating innovation with knowledge retention practices.
- Managing future challenges in knowledge preservation.
- Examining global case study: Google learning and innovation culture.
- Designing a practical knowledge retention implementation plan.

Training Methodology

- Interactive instructor-led presentations covering knowledge management concepts and practices.

- Practical exercises focused on knowledge capture and retention techniques.
- Group discussions to analyze organizational knowledge challenges.
- Global case studies demonstrating successful knowledge management programs.
- Workshops for developing knowledge retention frameworks and action plans.
- Digital demonstrations of knowledge management tools and platforms.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

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