



Global Knowledge Management Professional (GKMP)[™]

Course of Study

In today's rapidly evolving business landscape, effectively managing knowledge has become a cornerstone of successful global enterprises. Knowledge Management (KM) stands at the forefront of this transformation, enabling organizations to capture, manage, and utilize their collective wisdom to gain competitive advantages.

Our comprehensive Global Knowledge Management Certification is designed to equip you with the skills, tools, and insights needed to master this critical discipline.

What is Knowledge Management?

Knowledge Management involves systematic processes to create, share, use, and manage the information and knowledge within an organization. At its core, KM helps organizations find, select, organize, disseminate, and transfer important information and expertise necessary for activities such as problem-solving, dynamic learning, strategic planning, and decision-making.

Why is Global Knowledge Management Important?

Global Knowledge Management extends these principles into a worldwide context, breaking down geographical and cultural barriers to maximize the collective intelligence of globally dispersed teams. As businesses continue to expand and operate across borders, the integration of effective KM practices ensures that no part of the organization is isolated. This global approach enhances efficiency and innovation, improves market adaptability, and increases cultural synergy among diverse workforces.

The goal of the Management and Strategy Institute is to test your understanding of the key competencies required to function in the role of a Global Knowledge Manager. The GKMP exam is a timed, online exam issued at the completion of the study material. It has a required passing score of 70%.

Competencies

This program covers the following competencies:

Module 1: Introduction to Global Knowledge Management

- Foundations of Knowledge Management
 - Definition, history, and evolution of knowledge management.
 - Key concepts and terminologies.
- The Importance of Knowledge Management in a Global Context
 - Case studies on global companies.
 - Challenges and opportunities in global knowledge management.

Module 2: Knowledge Management Strategies and Frameworks

- Developing Knowledge Management Strategies
 - Aligning KM strategies with business objectives.
 - Knowledge audits and mapping.
- Knowledge Management Frameworks and Models

Module 3: Tools and Technologies for Global Knowledge Management

- Digital Tools for Knowledge Creation and Sharing
 - Collaborative technologies, intranets, and social media.
 - How AI will impact Global Knowledge Management
- Knowledge Management Systems (KMS)
 - Features, selection, implementation, and challenges of KMS.

Module 4: Organizational Culture and Change Management

- Building a Knowledge-friendly Culture
 - Strategies to foster knowledge sharing and innovation.
- Change Management in Knowledge Initiatives
 - Overcoming resistance, stakeholder engagement, and communication.

Module 5: Knowledge Management in Practice

- Best Practices in Global Knowledge Management
 - Lessons from leading global organizations.

Module 6: Advanced Topics in Global Knowledge Management

- Intellectual Capital and Knowledge Assets
 - Identification, measurement, and management of intellectual capital.

MSI Knowledge Management Certification Exam:

Global Knowledge Management Professional (GKMP)

Learning Resources

Recommended:

Material included with your purchase is recommended reading.

- Free online training material provided by MSI. The material includes everything you will need to learn to pass the exam. This material is included for free with the purchase of your exam. It is in digital form, and available immediately after payment.

Optional:

This material is not required, however it will assist you in becoming GKMP Certified.

- Nick Milton, Patrick Lambe (Oct 2019), The Knowledge Manager's Handbook: A Step-by-Step Guide to Embedding Effective Knowledge Management in your Organization, ISBN-13 : 978-0749484606
- Roger Forsgren (Oct 2021), Lean Knowledge Management: How NASA Implemented a Practical KM Program, ISBN-13 : 978-1637421338

Preparing for Success

In order to successfully complete the CBN exam, you will need to make sure you have the appropriate resources to support your learning.

- A quiet location, free from distraction.
- Internet access.
- Current (newest) version of Internet Explorer, Firefox, or Chrome browser.
- Take study notes while going through the training.
- When you are ready to take the exam, you should allot 2-hours of time.

Frequently Asked Questions

What happens if I fail the exam?

- You are given two additional attempts to pass the exam at no additional cost.