

Manages and Organizes Information

OLC Course Recommendations

Competency Definition

Identifies a need; gathers, organizes, and maintains information; determines its importance and accuracy, and communicates it by a variety of methods.

OLC Component Titles

Being a Knowledge Activist

COURSE TSA-KNOW-BEINGACTIVIST-0001

Description: You. You're the one it starts with or the one who helps it to succeed. Knowledge management can never flourish in a company without people like you--the activists. You know your company, the people, and the potential. And one more thing. You care. You want your company to succeed and your cohorts to have a creative, successful environment within which to work. That's why you've chosen to learn about knowledge management. The final step is to take what you've learned and put it into action--to be a knowledge activist. After all, isn't that where the real reward comes from?

Duration=3.0

Developing Good Time Management Habits

COURSE TSA-PD-DEVTIMEMGMTHABIT-0001

Description: Time management shouldn't be a separate activity--it should be an integral part of the way you do things. For this to happen, you need to be able to develop good time management habits and avoid bad ones. An effective use of time also involves managing your environment, managing your use of technology, and managing the time-wasting activities of people around you. Today we are often overwhelmed by the amount of paperwork that crosses our desks, or the number of e-mails that appear on our screens. There is a real danger that we end up being reactive rather than creative, and spend all our time responding to what we have been sent, rather than initiating new ideas. To avoid this, you need to develop techniques for handling paperwork, telephone calls, and e-mails to maximize their value, and minimize their disruptive potential. Technology makes it possible for us to be more efficient--get more done--in many different ways. But you need to make sure that you are really controlling the technology so that it also helps you to be more effective--getting the right things done, rather than allowing it to control you. There are many time stealers. Demands and interruptions from bosses, peers, or customers can prevent you from achieving your goals, and these must be dealt with appropriately. Not all time thieves are external. Most of us are prone to some degree of seemingly harmless procrastination, but this can be the most insidious and dangerous time waster of all. **Duration=4.5**

Knowledge as Capital

COURSE TSA-KNOW-CAPITAL-0001

Description: Times are changing. No longer is a company valued on just its physical assets and income streams. A quick look at many Internet focused organizations points to a basic fact: There is a new kind of asset being valued in our economy. That asset is knowledge, the intellectual capital of the organization. The high potential return of leveraging the knowledge capital of an organization has led to company valuations that far exceed what used to be accepted as standard. This new capital is walking around your company, is hidden in file drawers, and surfaces in conversations with clients and suppliers. Understanding where the knowledge is in your company is one of the first steps in leveraging it for profitability and growth. In this course, you'll explore the three kinds of knowledge capital in every organization: human, structural, and relationship. You'll learn about each kind of capital, how to measure it, and how to start managing it to help your company. **Duration=3.0**

Manages and Organizes Information

OLC Course Recommendations

Putting Knowledge to Work

COURSE TSA-KNOW-PUT2WORK-0001

Description: Can you imagine a successful company investing in a powerful machine and then just letting it sit in the warehouse? Knowledge, like a machine, must be used to create something positive for your company. If not, it's wasted. Unlike a machine, the beauty of knowledge is that it can be used, leveraged, and applied without diminishing. The key is to find the knowledge in your company, share it, and leverage it. This is the process that will really bring you, and your organization, the results you want. **Duration=4.0**

Techniques for Better Time Management

COURSE TSA-PD-TECHBETRTIMEMGT-0001

Description: If you don't feel that you are the organized type, or if making lists or drawing up detailed plans doesn't come naturally, don't worry. There isn't just one way in which time can be managed effectively. This course will introduce you to several different techniques for improving your time-management skills--experiment with them, and then choose and apply the tools which best suit your own situation. In order to achieve anything it is important to establish goals.

You need to know what you want to do, before you can decide how and when you are going to do it. You then need to establish deadlines. If these deadlines are unrealistically tight, your interest and commitment in the task may be undermined, or you may experience stress which can have a negative effect on your performance. Deadlines are important, but they have to be realistic. Making -To-do- lists is a useful technique, but you can end up feeling overwhelmed by the amount that has to be achieved in a day, a week or a month. It is vital to prioritize the tasks, and the Priority Matrix is a quick and effective way of sorting the urgent, from the less important.

It is relatively easy to make changes to the way in which you work while you are concentrating on making improvements, but it can be much more difficult to sustain these improvements. Once you have taken better control of the way in which you manage time, you need to find ways of maintaining this control. The final lesson in this course will provide some suggestions as to how this can be done effectively.

Duration=4.5

The Art of Knowledge Management

COURSE TSA-KNOW-ARTOFMNGMNT-0001

Description: Knowledge management has become a cornerstone for corporate success in the 21st century. Companies that create an environment for safely discovering and using the knowledge in their organization will prosper. Those that fail to truly use what they know will eventually fall by the wayside. This course provides a framework for growing knowledge in your company. It provides big-picture information about knowledge--where it comes from and how to keep it coming. By understanding how knowledge is created and how knowledge creation is blocked, you'll start to understand the art of knowledge management. **Duration=3.5**