



strategic
knowledge
solutions™

PROFESSIONAL EDUCATION & TRAINING PROGRAMS

**Solutions for Knowledge Management &
Organizational Learning Professionals...**

- **Develop KM expertise**
- **Improve organizational performance**
- **Capture and transfer knowledge effectively**
- **Collaborate more effectively**
- **Build high performing teams**
- **Improve leadership**

Course Catalog 2013

www.strategicKS.com



Contract Holder
Contract GS-02F-0093X



**THE 21ST CENTURY IS
WHEN EVERYTHING
CHANGES...**

ACCELERATED LEARNING

To handle the lightning-fast change and complexities of the Knowledge Age, you must be able to learn, unlearn, and relearn at an accelerated rate.

Since 2006, we've provided cutting-edge training for knowledge professionals tailored to today's learning environment.

SKS can help you...

Effectively manage knowledge to improve organizational performance

4

Capture knowledge and effectively transfer it to other professionals

10

Collaborate more effectively

14

Build high-performing teams

18

Improve leadership skills and organizational processes

22



ARE YOU READY?

MORE THAN JUST KNOWLEDGE, SKILLS, AND ATTRIBUTES...

Today's professionals need more than traditional education to succeed. Effective development must also include the *human* skills necessary to perform complex, non-routine tasks at the speed of change.

It is our emphasis on the human dimension that sets us apart.

Our workshops

- Improve professional competence through real-world experiences. In many cases, students bring their current work problems and issues to class and develop solutions.
- Build relationships by encouraging networking with peers and experts both during and after the class—creating an environment for collaboration and consultation on professional topics.
- Focus on actual behaviors, using the same methods, tools, and job aids the students will use after exiting the classroom. This focus increases retention and improves job performance.
- Create a more capable knowledge professional ready to tackle the challenges of today's rapidly changing world.

SKS uses a simple Competency Model that focuses on

- Knowledge
- Skills
- Attributes
- Experience
- Relationships
- Habits

CONTENTS

About SKS.....	2
Why Train with Us.....	3
Our Courses – Your Schedule.....	3
Knowledge Management Workshops.....	4
The Organizational KM Certificate Program.....	8
Cognitive Task Analysis & Expertise Development.....	10
Communities & Organizational Learning.....	14
High-Performing Teams.....	18
Leadership, Ethics, and Change.....	22
Master Classes.....	25
Our Instructional Team.....	26
Custom Training Solutions.....	27
Workshop Information.....	28

ABOUT SKS

Strategic Knowledge Solutions (SKS) personnel are experts in improving human performance, developing expertise, helping organizations learn, and tackling the complex challenge of the human side of knowledge management. Our proven learning approaches produce immediate benefits by applying experiential learning and knowledge-based strategies to improve individual, team, and organizational performance.

SKS personnel were instrumental in establishing the first Knowledge Management program for the U.S. Army and helped build a network of communities of practice with over 250,000 members. We have worked with nearly 30 different organizations to develop strategies that address the root causes of real business problems and align solutions and strategies with the organization's goals and objectives. Additionally, we are known for our ground breaking work in improving and measuring human cognition, developing high-performing teams, pioneering advanced blended learning techniques, capturing and transferring tacit knowledge, and setting the benchmark for communities of practice and social learning. To back this up, we have more than 100 publications, workshops, and conference presentations documenting our work. Our customers include Fortune 500 companies, U.S. Government, the Department of Defense, and world aid and health organizations.

With SKS workshops, you get the experience of seasoned, field-savvy experts who have practiced what they preach. Now we want to share our knowledge and experience with you.

**SKS is your one-stop solution for
knowledge-related education and training.
To us, learning is a process, not an event.**

WHY TRAIN WITH US?

SKS uses proven learning, knowledge capture, and knowledge transfer approaches to produce immediate benefits. By applying hands-on advanced blended learning methodologies and knowledge-based strategies, we can help you improve individual, team, and organizational learning and performance.

Our workshops and classes are more than classroom training. They are hands-on learning events that provide practical solutions to real-world issues—personal, organizational, and enterprise-wide.

Our approach is to coach and facilitate learning, developing the skills needed to think through complex and poorly-structured knowledge problems. Students benefit from our hands-on learning model and leave our workshops with knowledge that is immediately applicable in their work environments. Our programs are taught at the practitioner and management-level and can be tailored to your specific learning needs and interests.

OUR COURSES— YOUR SCHEDULE

While most of our programs are hands-on and designed for a workshop-like experience, many SKS workshops and Master Classes may also be offered in blended or virtual formats to meet the needs of today's time-constrained professionals.

Our programs are also mobile! We can offer any workshop at your location, a corporate retreat facility, or at one of our partner training centers.

**Contact us today to register for a workshop
or discuss a custom training solution for your
organization!**



Knowledge Management (KM) is not just about implementing technology to manage documents and databases. It is a continuous strategy designed to get the right knowledge to the right people at the right time.

**experts in the
HUMAN
..... side of KM**



Our approach to KM focuses on managing the components of the *Knowledge Environment*[™] to enable knowledge flow throughout an organization. In our KM workshops, students learn how to apply the *Knowledge Environment*[™] framework to identify KM barriers, break down issues into manageable components, and solve problems to achieve desired business outcomes. We focus on designing outcome-based strategies and teaching the competencies needed to create and maintain a balanced knowledge ecosystem that promotes the critical interactions required for effective knowledge flow.

Components of the Knowledge Environment[™]



The SKS approach links KM to your organizational goals and objectives, and drives positive behaviors that improve organizational performance.

WORKSHOPS

ORGANIZATIONAL KM BASIC COURSE (KM BOOTCAMP)

This 3-day workshop presents the fundamentals of KM and serves as the foundation for follow-on KM education. The workshop focuses on the value of KM to an organization by introducing the *Knowledge Environment™* framework, helping practitioners understand basic KM concepts, and applying practical KM solutions. It also provides a familiarization to KM approaches and tools along with techniques for organizing personal knowledge, sharing lessons learned, and effective networking and collaboration. **Who is this course for?** KM Team Members or anyone interested in using KM to improve organizational or personal performance. **Prerequisites:** None.

ORGANIZATIONAL KNOWLEDGE MANAGER

This 5-day workshop provides strategies for designing and maintaining an effective *Knowledge Environment™*. Participants develop a firm understanding of KM principles, processes, and systems for capturing, organizing, integrating, and sharing organizational knowledge. This workshop is the first level in our Organizational KM Certificate Program. **Who is this course for?** Mid-level managers, direct supervisors, and KM specialists who must effectively design, develop, and apply KM approaches, develop business processes, or routinely use KM tools to enable knowledge flow. **Prerequisites:** None.

ORGANIZATIONAL KM FOR EXECUTIVES

This half-day workshop focuses on understanding how to manage the *Knowledge Environment™* to enable knowledge flow, improve collaboration, and foster both learning and innovation. The workshop includes an overview of KM foundations and basic KM activities while teaching the executive the difference between managing information and managing knowledge. It also explains how KM should be aligned with organizational strategy, introduces the language of KM, and suggests the types of questions executives should ask of company information and knowledge managers as they guide KM programs. **Who is this workshop for?** Organizational executives, leaders, and managers who want to understand KM and what it can provide for a company. **Prerequisites:** None.

ORGANIZATIONAL KNOWLEDGE STRATEGY

This half-day workshop focuses on developing a strategy for managing the components of the *Knowledge Environment*[™]. The workshop includes an overview of what goes into, and how to develop, a comprehensive knowledge strategy aligned with organizational goals. Students leave with everything they need to write, coordinate, and communicate their organizational knowledge strategy. **Who is this workshop for?** Corporate leaders who need to develop an organizational knowledge strategy. **Prerequisites:** KM Bootcamp, or KM for Executives workshop, or a fundamental understanding of core KM principles.

KNOWLEDGE ASSESSMENT

This 5-day workshop focuses on the background and uses of a knowledge assessment. Assessments identify performance gaps between what an organization is doing and what it should be doing, and what it knows and what it needs to know to perform at the desired level. The knowledge assessment leads to a knowledge strategy, which in turn, helps develop KM approaches and tools to close the gaps. This workshop, designed for 4-6 participants, uses a hands-on approach to walk the participants through the steps of the process while actually conducting a mini-assessment of your organization. Preparation by students prior to the workshop is required. **Who is this workshop for?** Anyone tackling how to assess or improve knowledge flow in an organization. **Prerequisites:** KM Bootcamp, or Organizational Knowledge Manager, or equivalent.

KNOWLEDGE ENVIRONMENT[™] DESIGN

This 5-day workshop helps an organization design a virtual work environment where information is easily created, shared, and stored. Using an interactive, expert-facilitated approach to design, the workshop can save an organization both time and trouble in building and launching an effective knowledge network. Client teams must commit to significant pre-work in responding to assessments, surveys, and interviews, and in clarifying goals, scheduling resources, and creating agendas. By the end of the workshop, participants will have all the materials needed to quickly get a custom *Knowledge Environment*[™] up and running. **Who is this workshop for?** Knowledge Professionals responsible for designing and implementing effective virtual work environments. **Prerequisites:** Organizational Knowledge Manager or equivalent.

THE ORGANIZATIONAL KNOWLEDGE MANAGEMENT CERTIFICATE PROGRAM

SKS provides a path to KM expertise through its **Organizational Knowledge Management Certificate Program**. This multi-tiered curriculum has value for every KM practitioner—new KM team members who are learning about KM for the first time, experienced professionals who need to attain mastery in their field to lead and teach KM programs, and leaders who want to improve the performance of KM programs and teams.

The program consists of three levels of core courses supplemented by distributed learning, a community of practice, and focused workshop electives that allow students to tailor learning to fit their needs, preferences, and experience. Our unique, modular approach gives learners enormous flexibility to tailor the program to meet individual needs.

—PATH TO KNOWLEDGE MAN

Knowledge Manager

- Designed for:**
KM Practitioners
- Core Topics:**
- KM Fundamentals
 - Knowledge Flow & Transfer
 - Processes & Approaches
 - Roles & Responsibilities
 - Personal KM

FOR THOSE NEW TO KM
1 or 2 Core Workshops

Knowledge Professional

- Designed for:**
KM Team Leaders
KM Project Managers
- Core Topics:**
- Knowledge Environment™
 - KM Assessment
 - Collaborative Technologies
 - KM Strategy Development
 - KM Project Management

1 YEAR KM EXPERIENCE
6 Core Workshops
2 Electives

Are you looking to train an entire staff or provide professional development opportunities for your knowledge professionals?

The SKS Organizational Knowledge Management Certificate Program is perfect for corporate environments. We can customize the program to meet your organizational needs and present courses both onsite and on your schedule. Contact us today to design a program for needs!

SKS Certificate Programs are practice-based learning events designed for both newcomers and experienced professionals alike. A certificate is awarded to participants upon successful completion of each level.

MANAGEMENT EXPERTISE →

Knowledge Leader

Designed for:

**KM Leaders
KM Program Managers**

Core Topics:

- Knowledge Leadership
- Change Management
- KM Best Practices
- Organizational KM Strategy Development
- KM Program Management

2+ YEARS KM EXPERIENCE

5 Core Workshops

3-4 Electives

Electives

- Cognitive Task Analysis
- Community of Practice Start-Up
- Facilitating Virtual Communities
- Developing High Performing Teams
- Creating Virtual Team Work Environments
- Building Learning Organizations
- Enterprise Content Management
- The Leader as Storyteller
- Persistent Learning Environment Design
- Informal Learning



Cognitive Task Analysis (CTA) is a family of methods used to understand the cognitive challenges and skills in complex human performance and guide the creation of expert learning programs.



CTA allows you to capture experts' critical decisions and assessments; their cognitive challenges to performance; and how they conceptualize situations using their knowledge, expertise, cues, factors, and strategies. This insight allows you to understand not just what tasks are performed, but how cognitive skills like judgment, decision-making, assessment, and sensemaking are used in daily activities.

The focus of CTA is expertise development. Through CTA techniques, you can help your organization improve tactical thinking; knowledge management; knowledge capture, retention, and transfer; assessment; instructional design; simulation design; decision support; processes; and products.

INTRODUCTION TO COGNITIVE TASK ANALYSIS

This 1-day workshop provides an introduction to the background and uses of CTA, as well as an overview of knowledge elicitation, data analysis, and application. It addresses how to recognize and capture cognition and expertise in context and then leverage that knowledge for a wide-range of applications. **Who is this workshop for?** Professionals interested in understanding how to capture tacit knowledge and mapping how experts think.

Prerequisites: None.

INTRODUCTION TO CTA FOR KNOWLEDGE MANAGERS

This 1-day workshop provides an introduction to the background and uses of CTA for Knowledge Management, as well as an overview of online knowledge elicitation, data analysis, and application. It addresses how to recognize and capture cognition and expertise in context using both in-person interviews and a Community of Practice, and then leverage that knowledge for improving knowledge transfer. Participants learn CTA methods specific to Knowledge Management. **Who is this workshop for?** Knowledge Managers responsible for capturing and transferring tacit knowledge in a variety of settings.

Prerequisites: None.

CTA FOR INSTRUCTIONAL DESIGN

This 2-day workshop provides an introduction to the background and uses of CTA for instructional designers, as well as an overview of knowledge elicitation methods targeted for needs assessment, data analysis, and application to training design, development, implementation, and evaluation. **Who is this workshop for?** Instructional designers seeking methods to improve cognitive performance in the courses they design, including improving competency models. **Prerequisites:** None.

CTA FOR SYSTEM DESIGN

This 3-day workshop provides an introduction to the background and uses of CTA for system and software developers, as well as an overview of knowledge elicitation methods for better understanding users. This workshop will teach system or software developers how to elicit and embed cognitive processes into systems or software they are developing. **Who is this workshop for?** System and Simulation designers looking to incorporate human behavior and cognition into systems and simulations.

Prerequisites: None.

CTA FOR VIGNETTE DEVELOPMENT

This 3-day workshop provides an introduction to the background and uses of CTA and the uses of vignettes and storytelling for learning and expertise development. It also provides an overview of knowledge elicitation methods for capturing stories, data analysis for capturing key cognitive information to embed in stories, and the creation and evaluation of vignettes. This workshop teaches participants how to capture tacit knowledge in the field and transform that knowledge into effective training vignettes. **Who is this workshop for?** Professionals who are looking for ways to accelerate the development of expertise. **Prerequisites:** None.

COGNITIVE APPROACH TO RISK MANAGEMENT

This 2-day workshop takes a different approach to risk management by focusing on the human side of risk. The workshop addresses the different ways the human-side of risk can affect a project and offers multiple tools and techniques for managing it. **Who is this workshop for?** Any project manager or professional looking to explore the human side of risk in projects. **Prerequisites:** None.

DEVELOPING EXPERTISE

This 1-day workshop offers 12 ways an individual can build expertise. The basis of expertise, as well as numerous methods for improving individual and team decision making are presented in an interactive environment. **Who is this workshop for?** Professionals looking for quick, hands-on ways to accelerate the development of expertise. **Prerequisites:** None.



Communities of Practice are called the “killer app” of knowledge management. Implemented correctly, they are one of today’s best tools for improving productivity, encouraging professional development, and creating a culture of continuous learning in an organization.



Communities of Practice/Knowledge Networks exist in every organization—virtual and face-to-face. The challenge for leaders is to support these communities in such a way that they make a positive contribution to creating and sharing organizational knowledge and engage people in a way that leads to a competitive advantage in today's business environment.

OUR APPROACH

SKS community experts can help you:

- Analyze community needs, identify resources, and explain the benefits of communities to corporate leadership.
- Plan community projects and develop community policies and guidelines.
- Build high-performing community teams, design effective work environments, and conduct initial leader and user training.
- Deploy a community and foster a culture of collaboration.
- Sustain a community through its natural lifecycle.

WORKSHOPS

COMMUNITY OF PRACTICE START-UP

Communities of Practice are the cornerstone for connecting people in vibrant and dynamic conversation around relevant and timely content needed to do a job successfully. This 2-day workshop helps you conduct the strategic planning necessary to effectively develop and start a new community. **Who is this workshop for?** Professionals and teams looking to design and launch an effective Community of Practice. **Prerequisites:** None.

COMMUNITY OF PRACTICE SPONSOR

The community sponsor is the most overlooked player in the world of social learning, often to the detriment of community performance. This half-day workshop introduces community sponsors to the key elements of communities of practice and highlights how they can encourage adoption within an organization. **Who is this workshop for?** Leaders who need to understand the value in Communities of Practice and how to nurture professional conversation for the benefit of the organization.

Prerequisites: None.

FACILITATING VIRTUAL COMMUNITIES

The common thread among all effective virtual communities is facilitated conversation. This 5-day onsite or 4-week online workshop prepares designated facilitators, topic leaders, and content managers with the skills necessary to make organizational communities active and valuable. **Who is this workshop for?** Practicing community leaders, facilitators, and content managers.

Prerequisites: Community of Practice Startup or a working knowledge of Communities of Practice in your organization.

COMMUNITY OF PRACTICE USERS– LEVEL I

This half-day workshop is designed to train your users on the 12 fundamentals they need to operate as a member of a professional community of practice. It increases the speed at which new professionals develop a sense of organizational community and become valuable contributors. **Who is this workshop for?** Professionals who wish to maximize benefit from a Community of Practice.

Prerequisites: None.

COMMUNITY OF PRACTICE USERS– LEVEL II

This half-day workshop is designed to introduce six effective facilitation behaviors required to lead conversations, manage topics, and facilitate knowledge exchange in a professional community.

Who is this workshop for? Professionals who wish to take a more active role in community activities, or assigned topic leaders and conversation managers. **Prerequisites:** A working knowledge of Communities of Practice in your organization.

The Users workshops can be run routinely to ensure new personnel are introduced to communities in your organization.



Teams used to be simple.

Today, new communication and collaboration capabilities, combined with a sharp increase in the complexity of global relationships, has changed all that.

To address these challenges, a new approach is needed.



Teams of Leaders is an approach that helps an organization form, launch, and support cross-boundary teams faster and more effectively than traditional methods.

TEAMS OF LEADERS

- Improves team collaboration.
- Increases situational understanding and problem solving skills.
- Speeds development of shared team vision and goals.
- Leverages knowledge management and information technology.
- Increases the capability to work virtually.

Teams of Leaders provides a deliberate methodology to guide teams through the four stages of team development so they can achieve higher performance levels faster and operate more effectively.

Our workshops are designed to help form and launch your teams, as well as to build a Train-the-Trainer capability.

WORKSHOPS

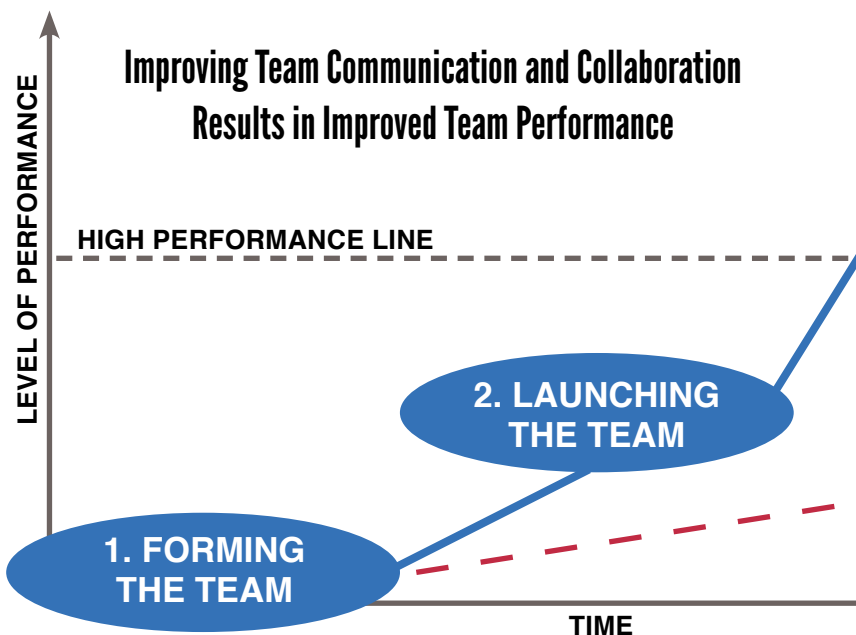
TEAMS OF LEADERS TEAM LAUNCH

Today's leaders join teams whose members cross organizational lines, bringing together people with vastly different expertise and perspectives. Team members and team leadership require new skills, knowledge, and attitudes that build on their face-to-face experiences. This 2-day workshop is designed to form and launch a team, and to develop the team competencies to sustain high performance levels. **Who is this workshop for?** Newly formed teams and team members or existing teams that need to be reenergized and refocused. **Prerequisites:** None.

CREATING A VIRTUAL TEAM WORK ENVIRONMENT

This workshop is based on the principles of Six Sigma and is designed to assess needs and requirements, design and develop solutions, and implement an initial Virtual Teaming Work Environment using your existing information architecture. The length of the workshop depends on the complexity of the requirements, with most companies requiring 3 days to design an initial architecture and build an initial web presence. **Who is this workshop for?** New teams or IT/KM professionals assigned to support high-performing teams. **Prerequisites:** A working knowledge of your organization's existing collaborative tools. Administrative permissions to modify or update these tools is preferred.

TEAM DEVELOPMENT

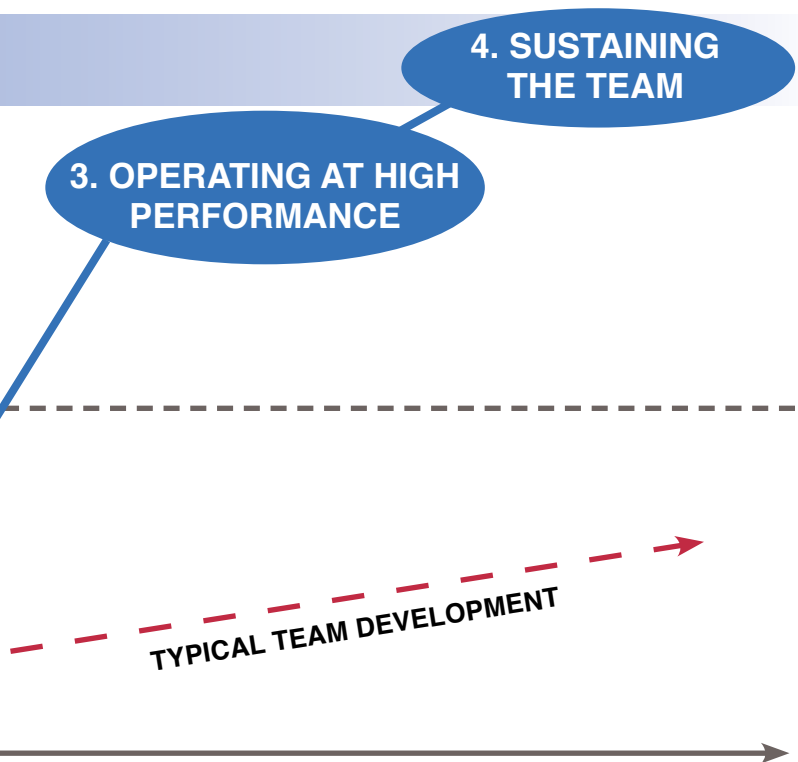


TEAMS OF LEADERS TRAIN-THE-TRAINER

This 2½-day workshop is designed to build initial capacity to support high-performing Teams of Leaders in an organization. The workshop includes a facilitator-level introduction to the Teams of Leaders methodology, instructions for launching a team, guidance on facilitating the Leader-Team Exercise, and tools for sustaining high-performing teams. **Who is this workshop for?** Professionals responsible for organizational team development. **Prerequisites:** None.

DEVELOPING A HIGHLY EFFECTIVE COMMUNITY TEAM

A highly effective Community of Practice core team is critical to the design, launch, and enduring success of a Community of Practice. This 2-day workshop creates the conditions for team success. **Who is this workshop for?** Practicing community leaders, facilitators, and content managers. **Prerequisites:** A working knowledge of Communities of Practice in your organization.





SKS provides workshops to help leaders deal with the complexities of a constantly changing world.

We use simple and effective assessment tools to help leaders understand themselves and their teams, provide clear ways to improve decision making, and lead change from the front.



WORKSHOPS

EXECUTIVE LEADERSHIP DEVELOPMENT AND ASSESSMENT

This 2-day workshop provides executives a look into personal behaviors and the impact of leadership style on individuals and organizations. This highly interactive workshop helps an executive understand individual leadership style, recognize ethical behavior, make sound ethical decisions, and build a set of personal leadership behaviors that support both personal and organizational values.

Who is this workshop for? Professionals looking to improve leadership performance. **Prerequisites:** None.

ETHICAL DECISION MAKING

This 1-day workshop provides a framework and a process for making ethical decisions in tough situations. It addresses the difference between right vs. wrong situations and right vs. right dilemmas, and provides a step-by-step approach for making ethical decisions. **Who is this workshop for?**

Professionals looking to improve decision making skills in today's complex leadership environment.

Prerequisites: None.

WORKSHOPS

MANAGING CHANGE

This custom-designed workshop focuses on a disciplined approach to managing change. We apply a four-step process to identify and work through change barriers. In this workshop, SKS facilitators work with your internal expert team to develop the skills needed to analyze a problem, facilitate the design and development of a solution, and manage implementation. This workshop provides the how, why, and when to use different change management approaches. ***Who is this workshop for?*** Professionals responsible for change management or leading change in an organization. ***Prerequisites:*** None.

PROCESS IMPROVEMENT

SKS can guide you through your process improvement journey. This workshop focuses on mapping business processes, identifying barriers, and applying the swarm-and-fix strategy to generate immediate results. Client teams must commit to significant pre-work, particularly in identifying participants, clarifying goals, scheduling resources, and creating agendas. During this workshop, the client team follows a disciplined but flexible approach that analyzes the problem, designs and develops a solution, and makes significant progress toward implementing that solution before the workshop is complete. ***Who is this workshop for?*** Professionals responsible for improving processes in an organization or Process Managers. ***Prerequisites:*** None.

MASTER CLASSES

SKS Master Classes are shorter courses, often an interactive lecture or webinar, designed to be presented in four hours or less and customized for your organization or training environment.

Our Master Classes continually change with the needs of the organizations we support. Some examples of current Master Classes include:

KNOWLEDGE MANAGEMENT

- Managing the *Knowledge Environment™*
- KM Processes
- KM Approaches
- KM Strategies
- Knowledge Assessment Trends & Best Practices
- Driving Adoption of KM Tools
- KM Leadership

COMMUNITIES OF PRACTICE & ORGANIZATIONAL LEARNING

- Facilitating Virtual Meetings
- Community Governance
- Community Management
- Building a Community Culture
- Motivation, Recognition, and Rewards
- Standard Processes
- Best Practices for Engagement
- Community Sponsorship

COGNITIVE TASK ANALYSIS & EXPERTISE DEVELOPMENT

- An Introduction to Cognitive Task Analysis
- Expertise Development
- Knowledge Capture, Retention, & Transfer

HIGH-PERFORMING TEAMS

- An Introduction to High-Performing Teams
- Facilitating Virtual Meetings

IDEAS FOR USING MASTER CLASSES

- Corporate training sessions
- Lunch-and-Learn seminars
- Professional development

OUR INSTRUCTIONAL TEAM

SKS maintains a pool of highly qualified experts available to teach our workshops. Our educational team is led by field leaders with more than 40 combined years of experience in KM, expertise development, and organizational learning.

DR. MIKE PREVOU



President/Chief of Learning Strategies & Innovation

Co-founder Mike Prevou, Ph.D., guided the U.S. Army's initial KM program and remains involved in KM consultation and education. His experience includes coaching cross-boundary teams to high performance, conducting process improvement and change management workshops, conducting knowledge assessments, and implementing a variety of KM strategies and approaches. Mike frequently publishes and speaks at both KM and learning events. He is a Master Knowledge Management professional, certified in Lean Six Sigma design, and the author of *#SUCCESSFUL CORPORATE LEARNING tweet Book05: Everything You Need to Know about Knowledge Management in Practice in 140 Characters or Less*.

DR. HOLLY C. BAXTER



***Chief Executive Officer/
Chief Scientist***

Co-founder Holly C. Baxter, Ph.D., has spent more than 15 years specializing in Instructional Design, Evaluation Metrics, Organizational Development, and Training in both military and commercial environments. Her experience includes developing assessment methodologies for improving communication flow and organizational learning across both countries and cultures, designing training for enhancing situational awareness in high-stakes situations, designing embedded training solutions for Soldiers, and developing evaluation metrics for cognitively-based training. Holly is certified in Knowledge Management and Six Sigma Black Belt. She has worked as a senior advisor and consultant for the United Nations Development Programme, World Bank, U.S. Army, U.S. Marine Corps, Harvard Business School, and multiple Fortune 100 companies.

MIKE HOWER



Chief Learning Officer

Mike Hower focuses on communities of practice, instructional systems technology and design, and leadership development. Involved in education and training for most of a 20-year career in the U.S. Air Force, his experience includes designing and effectively facilitating communities of practice to foster organizational learning; building blended, hybrid, and classical learning environments to improve knowledge transfer; and developing full-range leadership attributes through academic and experiential learning. He is a Certified Character Coach and Master Facilitator with a penchant for integrating technology into daily work-life events and improving the bottom line.

CUSTOM TRAINING SOLUTIONS

All SKS workshops can be customized for your organization—your case studies, your examples, your content.

Customize an Existing Workshop

We've done most of the work in advance, so you can get an organization-specific workshop with only days of custom development time instead of weeks!

Build Your Own Workshop

Do you have a special workshop, webinar, or presentation need that our existing workshops don't meet? Build your own workshop from our Master Class elements. Most Master Classes are available for onsite or web-based delivery.

Request a Course at Your Location

Do you need a corporate workshop or retreat? Any SKS workshop can be presented at a training location of your choosing!

Outsource Your Training Development

If you need a custom knowledge management, organizational learning, or expertise development solution, we can meet your needs quickly. Contact us for a free custom consultation.

WORKSHOP INFORMATION

Visit www.strategicKS.com for the most current listing of available workshops and dates.

To Register

- Visit www.strategicKS.com and click 'Workshops' tab.
- Contact us directly at training@strategicKS.com.

General Terms & Conditions

- Registration can be submitted at any point prior to the workshop, subject to availability. Early registration and group discounts may be available.
- Participants must be at least 18 years of age to register.
- All enrollments (individual, group, or private class) are subject to these conditions.

Payment and Cancellation Information

- Contact us for pricing information.
- Payment is available via purchase order, check, or credit card prior to the workshop.
- Organizations that sponsor or host SKS courses at their locations are eligible for significant discounts on per student pricing.
- Many of our courses are available to the Federal Government through GSA Advantage.
- Workshop registration is not complete until SKS receives and processes payment in full.
- Cancellations received 30 days or more prior to workshop start date will not incur a cancellation fee. In the event that the cancellation is between 30 and 15 days prior to the workshop, a 10% cancellation fee will be incurred. For cancellations received 14 days or less prior to the workshop, no refunds will be available. Substitutions may be made at any time prior to the workshop rather than incur a cancellation charge. Registrants, with approval, may exchange the current registration for a future registration up to 14 days prior to the workshop. All cancellations must be received in writing and acknowledged by SKS.

Cancellation on the Part of SKS

- Strategic Knowledge Solutions, Inc., will not be held

liable for circumstances beyond its control that lead to cancellation of a workshop.

- SKS reserves the right to cancel a workshop up to 14 days before the event based upon insufficient registrations or rescheduling requests. Due to the cohort nature of our onsite workshops, a minimum of 8 students (unless otherwise noted in the course description) are required for effective learning. If a workshop is cancelled, those registered will be offered the opportunity to reschedule or receive refunds without penalty.

Materials and Travel

- SKS workshops include all materials.
- Unless otherwise specified, participant lodging and travel are not included.
- For onsite and custom workshops, instructor lodging and travel are not included.

FOR MORE INFORMATION...

training@strategicKS.com

or

Strategic Knowledge Solutions, Inc.

PO Box 896

Leavenworth, KS 66048

www.strategicKS.com

Mike Hower

mike.hower@strategicKS.com

(719) 447-7487

Holly C. Baxter, Ph.D.

holly@strategicKS.com

(937) 654-8444

Mike Prevou, Ph.D.

mike@strategicKS.com

(913) 547-1163

Professional Education and Training Programs—2013

© SKS 2012, all rights reserved.

Published by

Strategic Knowledge Solutions, Inc.

PO Box 896, Leavenworth, KS 66048-0896

Printed in the U.S.A.



PO Box 896
Leavenworth, KS 66048

