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Vienna Knowledge Week

19 - 23 November 2018

❖ **Essentials Training Course** in
Knowledge Management, Innovation & Learning

❖ **Knowledge Partnership Austria** on
KM Frameworks and Standards: KM4D; ISO 9001; 30401
Official Launch of the KM4D-Award Model in Vienna

❖ **Advanced Course** in
Knowledge, Innovation and Learning

The Vienna Knowledge Week is addressing companies, organisations, public administration and individuals, who want to get fit for the Knowledge Economy and who want to co-create better Knowledge Societies in Vienna, in Europe and in the world.

<http://vienna.knowledge.city>



Dr. Andreas Brandner
*Managing Director,
Knowledge Management
Austria and knowledge.city*

Knowledge Management finally has reached global recognition and is anchored in the world's most important standards, like ISO 9001:2015. KM is a requirement for quality and sustainability of operations. Reliable, proven models and approaches are needed to follow a systematic and integrated approach to Knowledge Management. Vienna.Knowledge.Week presents the KM Certification Course of the KM Academy which is among the oldest specialized training institutions for KM in the world. The Knowledge Partnership meeting invites the Austrian and global community to connect and share experiences for the advancement of KM in society.

**“Knowledge is a
requirement for
quality and
sustainability.”**

Vienna.Knowledge.City Knowledge City is an organisation established to advance knowledge society and economy in Vienna and Austria, to strengthen Knowledge Management in companies, organisations and public administration, to profile Vienna as a Knowledge City, to build global linkages with other Knowledge Cities, and finally to contribute to the global Agenda Knowledge for Development, which is linking knowledge with the Sustainable Development Goals of the UN. It has successfully nominated Vienna for the “Most Admired Knowledge City Award” and cooperates with knowledge.cities like Berlin, Geneva, Sofia, Dubai, Tehran, Nairobi, Kampala, Lagos, Serekunda, Lusaka and more.

This **Knowledge Week** is a collaboration of Knowledge City, Knowledge Management Austria, the global Knowledge for Development Partnership, and Viennese partners bringing together local governments, private sector and civil societies, with others from all over the world, to pool energies and develop a local and global knowledge society. It combines two high-end training courses with a Knowledge Partnership meeting.

More information: www.knowledge.city.

19-20 November 2018

KM Essentials Training Course

The **Knowledge Management Essentials Training Course** provides the **big picture of Knowledge Management, Innovation & Learning** in international companies and organizations and gives a solid introduction to the key concepts, successful practices and powerful instruments. Participants learn how to assess KM practices systematically, develop a KM strategy and implement them step-by-step including a successful KM Awareness programme.

Different KM training elements, exercises and discussions that aim to allow participants to co-create knowledge are key elements of this fundamental KM Training course.

More information: www.knowledge.city/services

Topics:

- Creating a Knowledge Strategy and implementing Knowledge Management in the organisation
- Leading k-workers and creating a knowledge sharing culture
- Learning from pioneers: KM at HP Enterprise and Primetals Technologies
- Capitalizing Experiences, case study HORIZONT3000

Trainers:

- **Dr. Andreas Brandner**, Knowledge for Development Partnership / KM Associates
- **Mag. Katrin Lukanovic**, Knowledge Manager, Hewlett Packard Enterprise
- **Mag. Petra Herout**, HORIZONT3000
- **MMag. Erika Hofstätter**, Primetals Technologies Austria GmbH

Time: Monday-Tuesday, 19-20 November 2018 9am – 5pm.

Venue: Knowledge Management Academy, Gersthofer Strasse 162, A-1180 Vienna, Austria

Price: EUR 1.390 (plus 20% VAT)

Special Offer: 1+1 = 1,2. The second participant of the same company pays 20%.

Members of KM Austria and K4DP pay 10% less (contact office@knowledge.city for a coupon).

21st November 2018

24th Meeting of the

**Knowledge  Partnership
Austria**

in cooperation with the global



Knowledge for Development Partnership

**Focus: KM Frameworks and Standards
KM4D; ISO 9001; 30401**

This partnership meeting will present and discuss selected frameworks and standards for Knowledge Management. Specifically the upcoming ISO Standard 30401, which is still in draft version and the recently established KM4D-Framework will be presented and discussed. The KM4D Award Programme will officially be launched in Vienna.

Programme:

- 15:00** **Opening: [Dr. Andreas Brandner](#) and [Mag. Petra Herout](#), KM Austria**
Presentation of [Louise Deininger](#)'s [knowledge.art.works](#)
- KM in the ISO 9001 and 30401: requirements and experiences**
[Thomas Steininger](#), QMS Consulting and [Andreas Brandner](#), KMA
Authors of the bestseller: "Knowledge Management for Quality Managers"
- The KM4D Framework and the KM4D Award programme**
[Dr. Andreas Brandner](#), KM Austria
- Knowledge Café: How to integrate KM and QM?**
Facilitated by [Mag. Petra Herout](#), KM Austria
- 18:00** **End**

Venue: Knowledge Management Academy, Gersthofer Strasse 162, A-1180 Vienna, Austria

Price: Participation is free but limited, registration is needed: www.knowledge.city/services

22-23 November 2018

KM Advanced Training Course

Which knowledge strategies are simple yet effective? How can I establish a Knowledge Network that transcends departments and organisations? How do I secure knowledge and make it easily and reliably available to all company staff? How can global Knowledge Networks co-create the future?

Participants will learn how to meet the real challenges of KM in an international context, such as managing global knowledge networks, establishing and maintaining a knowledge-sharing culture and reducing the risk of knowledge loss. Presentations regarding the experiences of Siemens, Microsoft and other international companies and organisations will provide participants with references for comprehensive knowledge management programmes.

Topics:

- Leading knowledge workers and creating a knowledge sharing culture
- Building up and managing global Knowledge Networks
- Repositioning Intranets as Knowledge Portals
- Creating and transferring knowledge through social media
- Assessing Knowledge Loss Risks and Facilitating Leaving Expert Debriefings
- Integrating KM into processes and projects
- Linking Knowledge Management and Quality Management at Siemens

Trainers:

- **Dr. Andreas Brandner**, KMA Knowledge Management Associates
- **Mag. Haider Shnawa**, Managing Director Sharevision IT
- **Mag. Rudi Krema**, Wirkstatt
- **Ing. Markus Stelzhammer**, Siemens

Time & Venue:

22 November 2018, 9am – 5pm / **23 November 2018**, 9am – 4pm

Knowledge Management Academy, Gersthofer Strasse 162, A-1180 Vienna, Austria

Price: EUR 1.390 (plus 20% VAT)

Special Offer: 1+1 = 1,2. The second participant of the same company only pays 20%.

Members of K4DP and KM Austria pay 10% less (contact office@knowledge.city for a coupon).

Certificate

Participate in f2f-courses, share experiences at knowledge partnership events, learn from online modules, essential articles and case studies, create your own company's concept for knowledge, learning and innovation and get your personal Certificate in Knowledge Management.

For more information go to: www.knowledge.city/services

Knowledge Market:

Innovative Knowledge Service Providers present concepts and solutions.



Registration: www.knowledge.city/services

Organiser and Partners:

- **Organiser: Knowledge Management Austria and Knowledge City GmbH**
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- **Partners:**
K4DP Knowledge for Development Partnership – www.k4dp.org