



ONLINE

ORGANIZATIONAL DEVELOPMENT

KNOWLEDGE MANAGEMENT FOR DEVELOPMENT IMPACT

BUILDING COMMUNITIES OF PRACTICE AND BEYOND

 8 WEEKS, 60 HOURS

Information Note

OVERVIEW

SNAPSHOT OF THE COURSE

This course, Knowledge Management for Development Impact, addresses a common challenge in development work: while large amounts of data, reports, and lessons are generated, they are often not effectively used to inform decisions or improve programmes. Adopting a utilization-focused approach, the course positions knowledge management (KM) as a practical system to enhance performance and impact. Participants will explore how knowledge flows within organizations using the Data–Information–Knowledge–Wisdom (DIKW) framework, understand different types of knowledge including tacit and explicit, and learn how to assess knowledge needs and gaps. They will then design and apply appropriate KM interventions—such as learning reviews, knowledge products, and Communities of Practice—while also examining how to institutionalize KM, measure its contribution, and leverage AI responsibly. Throughout the course, participants will develop a tailored KM strategy for their own context, equipping them to turn knowledge into action and better support the communities they serve.

WHAT

WHAT TOPICS DOES THIS COURSE COVER?

- **Foundations of KM:** Understanding principles, types of knowledge (tacit vs. explicit), and the DIKW continuum.
- **KM Strategy & Systems:** Developing a 10-step KM roadmap, strategy frameworks, and embedding KM into organizational processes.
- **Communities of Practice (CoPs):** Designing, launching, and sustaining CoPs, including structures, lifecycles, and roles.
- **Knowledge Processes:** Techniques for knowledge capture, creation, codification, and peer-to-peer sharing mechanisms.
- **Organizational Learning:** Strengthening institutional memory, knowledge continuity management, and addressing learning challenges.
- **Measurement & Sustainability:** Defining success metrics and using quantitative and qualitative methods to assess KM impact.
- **Future of KM:** Integrating AI, blockchain, and digital collaborative platforms into knowledge ecosystems.
- **Governance & Culture:** Budgeting, resource allocation, and building a culture of learning and sharing.

DELIVERY MODE

The course is delivered through distance learning on the ITCILO e-Campus, combining self-guided study with weekly webinars. Each week, participants engage with online materials and complete a practical assignment based on their own project, receiving feedback from a coach. The methodology includes collaborative group exercises and access to optional materials on Artificial Intelligence. Participants should expect to invest approximately eight to ten hours per week, totaling at least 60 hours.

WHY

WHY SHOULD I JOIN?

This course frees you from the classroom and gives you the flexibility to complete learning modules at your own pace while working on weekly assignments within your schedule. Furthermore:

- **Action-Oriented Learning:** Equips you with tools to transform knowledge into action, from capturing lessons to building innovation-driven CoPs.
- **Peer Exchange:** Learn alongside a global network of peers from various sectors, gaining practical insights directly applicable to your organization.
- **Future-Ready Skills:** Gain insights into ethically integrating AI and emerging innovations into KM systems to enhance decision-making.
- **Expert Coaching:** Receive individualized feedback and guidance on assignments related to your own real-world projects.
- **Digital Certification:** Successful candidates receive a Certificate of Achievement protected by blockchain technology.

WHO

WHO ATTENDS THIS COURSE?

This course is specifically tailored for professionals across the development sector—including NGOs, UN agencies, governments, and donor organizations—who wish to strengthen knowledge use in their work. It is particularly relevant for Knowledge Managers, Program Officers, and Learning Specialists seeking to design or improve KM strategies. Additionally, the curriculum supports Community Managers and facilitators responsible for sustaining CoPs, Policy Makers aiming to foster evidence-based decision-making, and Digital Innovation Leads interested in applying AI to community engagement.

HOW TO APPLY

The deadline for submission of applications is **29 March 2026**. Candidates can apply directly through this link: <https://oarf2.itcilo.org/DST/A9719184/en>

PRICE

€1,105

WITHDRAWAL, CANCELLATION POLICY, AND REFUNDS FOR OPEN COURSES

If an enrolled participant wishes or must withdraw from a course, they may choose to apply to a different course or be substituted by another candidate. The participant must notify the Centre, in writing, of their decision at least 14 days prior to the start date of the course. Cancellation of participation in regular courses will result in the following penalties:

- 14 days or more prior to the start date of the course: No penalty, 100% refund of amount paid less applicable bank charges
- 8 to 13 days prior to the start date of the course: Penalty of 50% of course price, refund of residual amount paid (if any) less applicable bank charges
- 7 days or less prior to the start date of the course: Penalty of 100% of course price.

INFO

FOR FURTHER INFORMATION PLEASE CONTACT

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