

# **Making a Successful KM Manager: Competencies , Educational & Training Options**

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# Some History

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- Hult School (AD Little)
- Business Schools: Metropolitan College  
BU, Babson
- Local Experiment with KMPro – Survey\*
- Approach to Bentley
- Bentley current status

# Roles of KM Managers

Responsibilities

Job Requirements

**Competencies**

**Experience**

**Skills**

**Characteristics**

Job Descriptions

**Red Flags**

- [CKO Responsibilities](#)
- [CKO job description](#)
- British Columbia Securities Commission
- [Knowledge Librarian – KMWorld article](#)
- Syngenta Position

# Programs for KM Education

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## Degree Programs

There are a few institutions that offer advanced degrees (Masters or PhD) in KM – and more that offer certificates.

15 with Master's, 6 non-commercial certificate programs, 5 PhD

## Distance Learning

If you're open to distance learning, there are still more. Attached are some programs in the first category, some of which offer distance learning

Search “distance learning” “KM” to find several non-accredited offerings

## Barriers to Sustainability

Standards

Accreditation and Accrediting Bodies

Nomenclature

Cost

Professional Positions

Hiring

- Lack of Standards
- Accreditation: e.g. SLA (Click University) International Association for Continuing Education & Training ; 10 rigorous criteria, IACET's standards are excellent and internationally recognized
- Defining KM – [Wikipedia article](#)
- Costs can be several thousand \$
- Typical job descriptions (see slide 3)
- Hiring practices

## Guidance for Individual Choices

Experience

Expertise

Competencies

Skills

Aptitude and Attitude

- Consider where you want to work
- Consider relationship to existing positions that are embedded in the culture already
- Know your real competencies and experience assets
- Consider your ability to work across the entire enterprise and learn new activities, technologies and roles
- Ability to collaborate, coordinate, integrate and initiate
- Understand the long haul - patience
- Where is the sponsorship?