

# KCS v6 Leadership Workshop

Offered by [KCS v6 Certified Trainers](#)

**This thorough, instructor-led workshop is intended for:**

- First- and second-line managers
- Program and project managers for KCS adoption
- KCS Council participants
- Executive directors or KCS program sponsors

**Someone who completes the KCS v6 Leadership workshop understands:**

- The perspective, concepts, and skills needed to successfully adopt KCS and optimize it through continuous improvement
- The relationship between the organization's goals and KCS
- What is different about KCS and why it is important to the customer experience
- How to establish leadership's role in communications and performance assessment
- The difference between activity-based measures and value-based measures and how to use each appropriately
- How to capitalize on the key motivational factors for employee engagement to create an environment that enables a sense of connectedness and accomplishment
- How to create excitement about and buy-in for KCS

**Benefits of taking this training are:**

- Create a plan to influence specific people within the organization
- Know how to shift from a transaction-centric model to a knowledge-centric model
- Identify and replace static linear processes with self-correcting double loop processes
- Recognize the value and difference between traditional escalation and intelligent swarming support models.
- Define clear, measurable, consistent goals aligned between KCS and business goals
- Reduce time to obtain business benefits from KCS

*The KCS v6 Leadership Workshop is a two day workshop taught by KCS v6 Certified Trainers.*

Sample agenda below; [click here for more information.](#)

## Sample Agenda: KCS Leadership Workshop

Day 1	
9:00	Welcome and introductions
	Current challenges and opportunities <ul style="list-style-type: none"> <li>• What are the goals of the organization?</li> <li>• What are the current challenges?</li> <li>• What are the challenges for managers in a KCS environment?</li> </ul>
	The big picture – A demand based view of support <ul style="list-style-type: none"> <li>• Understanding and influencing the customer experience</li> <li>• The dynamics of the evolution of customer service</li> </ul>
	A few thoughts about “knowledge” <ul style="list-style-type: none"> <li>• What exactly is it?</li> </ul>
	What’s different about KCS and why is it important to the customer experience? <ul style="list-style-type: none"> <li>• Overview of the KCS workflow and content standard</li> <li>• Performance Assessment – it’s about the creation of value...</li> <li>• Leadership – focus on “what.” Let the people doing the work focus on “how.”</li> </ul>
	KCS Roles and responsibilities <ul style="list-style-type: none"> <li>• KCS Contributor, KCS Publisher, KCS Coach, Knowledge Domain Expert, Managers/leaders</li> </ul>
Noon	Lunch
1:00	Company values and culture <ul style="list-style-type: none"> <li>• What beliefs are behind our traditional management practices?</li> <li>• Some examples of amazing results through a new set of beliefs</li> </ul>
	What motivates people? <ul style="list-style-type: none"> <li>• “All knowledge workers are volunteers” .... Peter Drucker</li> <li>• Do we need incentives to participate in KCS?</li> <li>• Rewards and recognition – what works, what doesn’t</li> </ul>
	The power of alignment <ul style="list-style-type: none"> <li>• Engaging people through a compelling purpose and alignment to values</li> <li>• WIIFM – what’s in it for me?</li> </ul>
	The challenge of communications (exercise) <ul style="list-style-type: none"> <li>• “But, I thought you knew!”</li> </ul>
	Assets and liabilities on your team? <ul style="list-style-type: none"> <li>• Who is embracing change and how do you support them? Who is resisting change and how do you influence them?</li> </ul>
5:00	Adjourn

Day 2	
9:00	Organization and team measures – a measurement framework <ul style="list-style-type: none"> <li>• Performance drivers (motivators)</li> <li>• Trends for leading indicators (activities)</li> <li>• Goals for lagging indicators (results/outcomes)</li> </ul>
	Individual performance assessment: practicing a new conversation with employees using value based measures <ul style="list-style-type: none"> <li>• New measurement system</li> <li>• Performance scenarios – who is creating value?</li> <li>• Discussing behavior and process (not numbers)</li> </ul>
Noon	Lunch
1:00	Handling objections <ul style="list-style-type: none"> <li>• Gifts, badly wrapped?</li> </ul>
	Envisioning the future state and leadership’s role in it – actions plans <ul style="list-style-type: none"> <li>• Organizational goals</li> <li>• Knowledge management is fundamentally about engaging and enabling people</li> <li>• Enabling continuous improvement, learning and growth</li> </ul>
3:00	Adjourn