

KCS v6 Practices Workshop

Offered by [KCS v6 Certified Trainers](#)

This thorough, instructor-led workshop is intended for:

- Program and project managers for KCS adoption
- KCS Council team members
- KCS Publishers and Coaches
- Supervisors and first- and second-line managers
- Product managers and architects for technology and tools that enable the KCS practices
- Consultants

Someone who completes the KCS v6 Practices workshop understands:

- KCS Principles and Core Concepts
- KCS Practices and techniques, and the reasons for adhering to them
- How to adopt and sustain KCS
- KCS measures and their evolution over time

Benefits of this training for the individual taking it:

- Preparation to participate in the KCS Council
- Gain experience making appropriate judgments based on a thorough understanding of KCS Principles and Core Concepts
- Understand key KCS Practices and how KCS techniques may be appropriately modified to meet business goals
- Ability to deal with objections to KCS

Benefits of having team members take this training:

- More consistent adoption of KCS throughout the organization: alignment of KCS vocabulary and understanding across distributed teams/locations globally
- Reduced time to obtain business benefits from KCS
- Clear, measurable, consistent goals aligned between KCS and business goals
- Engage high performers by recognizing them appropriately for contributions
- More effective communications with sponsor and management

The KCS v6 Practices Workshop is a 2.5 day workshop taught by KCS v6 Certified Trainers. It is excellent preparation for the separate [KCS v6 Practices Certification](#) exam, which is often offered separately at the end of the workshop.

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

Sample Agenda: KCS v6 Practices Workshop

Day 1		
Time	Topic	Outcome
9:00	What is this all about?	Welcome and introductions Workshop objectives
	Where are we going?	Business objectives – organization’s high-level vision for the future, goals, and desired results
	Support from the customer’s point of view	<ul style="list-style-type: none"> • Implications of KCS in the bigger picture • The evolution of support
	Is there another way?	KCS benefits: why should we care?
	What’s different? The KCS Practices	Introduce the double loop concepts and the KCS Solve and Evolve Loops
Noon	Lunch	
1:00	Process improvement	<ul style="list-style-type: none"> • Understand different types of change and how it relates to KCS • Identify the critical success factors for successful adoption
	Roles and responsibilities, proficiency development	<ul style="list-style-type: none"> • Understand KCS license levels and roles – knowledge worker, coach, knowledge domain expert (KDE) • The critical role of the coach and criteria for picking coaches
	Content is King! Content Health	Review the content health techniques and what needs to be in the content standard. <ul style="list-style-type: none"> • The value of context • Structure • States and lifecycle • Style and preferred vocabulary Indicators of Content Health <ul style="list-style-type: none"> • Article Quality Index (AQI)
	Article state transitions	Understand the connection between KCS roles (license levels) and article state transitions
4:30	Reflect and Adjourn	

Day 2		
Time	Topic	Outcome
9:00	Welcome back Process Integration	<ul style="list-style-type: none"> Understand how we integration use of the knowledge base into the workflow Indicators of health for Process Integration
	Performance Assessment and KCS measures	<ul style="list-style-type: none"> How do we determine who is creating value? Review the measures that are important in a KCS environment
Noon	Lunch	
1:00	Scenarios	Group exercise: KCS measurement scenarios, ditch avoidance, lessons learned.
	Leadership and Communication	<ul style="list-style-type: none"> Identify the role of leaders/managers Understand what motivates people The power of a vision: compelling purpose, mission, values, brand promise The strategic framework – link the business goals to the KCS benefits Indicators of Leadership and Communication health
	Adoption	<ul style="list-style-type: none"> Review practices for KCS adoption Understand adoption waves and phases
4:30	Reflect and adjourn	

Day 3		
Time	Topic	Outcome
9:00	Welcome back The challenge of communication	Identify the elements of the communications plan: <ul style="list-style-type: none"> Identify audiences & key messages KCS Q&A/FAQ Elevator pitch Vehicles for delivery
	What are the underlying beliefs of KCS?	Understand the KCS Principles and Core Concepts
	Reflect and adjourn	
Noon	Lunch	
1:30	KCS v6 Practices Certification Exam	Allowed exam time is 120 minutes.
3:30	Adjourn	