



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

UNIVERSITY OF WALES: TRINITY SAINT DAVID

PRIFYSGOL CYMRU: Y DRINDOD DEWI SANT

BA Leadership and Management Skills for the Workplace

Faculty of Business and Management

Knowledge and Information Management Skills for the Workplace - BMSK5006

MODULE CODE:	BMSK5006
TITLE:	Knowledge and Information Management Skills for the Workplace
LEVEL:	5
CREDITS:	20

AIM(S)

- To develop understanding of the challenges of managing knowledge and information within an organisation.
- To identify and apply appropriate management information systems.

LEARNING OUTCOMES

Upon the successful completion of this module, the student should be able to demonstrate the ability to:

- evaluate the concept and importance of knowledge management in terms of an organisation's knowledge assets and their management;
- understand the key knowledge management processes required for organisational development;
- develop a framework for establishing a knowledge management culture.

INDICATIVE CONTENT

- The relationship between data, information, knowledge and wisdom.
- Information sources.
- Capturing valuable information.
- Information flow and information overload.
- Searching for and identifying valuable information.
- Information storage.
- Information life cycles.
- Managing information risk.
- External factors and sustainability within knowledge and information management.

Learning and Teaching Strategy

Through practical activities and seminar presentations, students will be introduced to appropriate theoretical models and methodological frameworks to inform personal experiences and examples drawn from the workplace. Critical reflection will be integral to each formative exercise which will challenge each student to demonstrate their knowledge and understanding in a variety of ways appropriate to the workplace.

EDUCATION FOR SUSTAINABLE DEVELOPMENT (ESD)

Does the module contribute to ESD?	Yes
If yes please provide brief details (no more than 100 words):	
This module aims to develop the understanding of workplace culture and context in order to improve one's ability to function within the organizational norms, with regard to sustainability issues the context of the workplace. Embedding sustainability in organizational culture is essential and this module will seek to instil an awareness of the need for a culture of sustainability in the workplace. It is now widely recognized that knowledge assets and technological enhancements are essential strategic resource for any organisation to achieve sustainability and competitive advantage. Students will also be encouraged to actively implement or contribute to changes that promote sustainable development within the scope of their own learning experience and study environment and effectively engage with real-life problems relevant to sustainable development.	

Assessment Summary

Activity type	Percentage
Written	
Coursework	100%
Practical	
TOTAL	100%

ASSESSMENT: Coursework

Essay or report format (5,000 words or equivalent) 100%

Within this module, the assessment requires the student to identify and agree a specific organisational context in which they can demonstrate the importance of understanding that the effective creation, sharing, storing and management of information is an essential prerequisite of the development of good knowledge management development practices. The specific organisational context should be sufficiently complex so as to allow the student to demonstrate an evaluation of the agreed scenario.

Exemplar: A Student volunteer for housing charity

Demonstrate that you have an understanding of the concept and importance of knowledge management in terms of an organisation's knowledge assets and their management. Identify the key knowledge and information required for operational efficiency within the housing charity. What factors specific to this particular workplace context should be considered? Are there any key knowledge management processes currently not in operation that could be applied? What steps would you take to further develop a framework for establishing a knowledge management culture?

READING LIST

Module Code	BMSK5006	
Module Title	Knowledge and Information Management Skills for the Workplace	
Classification		Electronic*
Essential	Ichijō, K. and Nonaka, I. (2007). Knowledge Creation and Management New Challenges for Managers. Oxford: Oxford University Press.	☐
Essential	Sanchez, R. (2003) Knowledge management and organizational competence. (Online) Oxford University Press: New York http://www.tsd.ac.uk/en/lrc/onlineresources/e-books/ (Accessed 26 November 2013)	☒
Further	Collinson, C and Parcell, G (2004) Learning to Fly: Practical Knowledge Management from Leading and Learning Organizations, Capstone, England.	☐
Further	Davenport, T.H. and Prusak, L (2000) Working Knowledge: How Organizations Manage What They Know, Harvard Business School Press; 2nd Edition.	☐
Further	Easterby-Smith, M. and Lyles, M. A. (2003). The Blackwell Handbook of Organizational Learning and Knowledge Management. Malden, MA: Blackwell Pub.	☐
Further	Ebel, A., Marchiori, Lucarelli, Lonzi, Fidalgo, Pellicer, & Iglesias. (2013). Knowledge management and decision support with special focus to process and quality optimisation at flat steel production (Knowdec) (EUR (Luxembourg. Online), 26210). Luxembourg: Publications Office.	☒
Further	Griseri, P. (2002). Management Knowledge: A Critical View. Houndmills, Basingstoke, Hampshire: Palgrave.	☐
Further	Hussain, D. and Hussain, K. M. (1992). Information Management: Organization, Management, and Control of Computer Processing. New York: Prentice Hall.	☐
Further	Jones, B. (2001). Knowledge Capitalism. Oxford: Oxford University Press Pl.	☐
Further	Lips, M. (2014). Transforming Government—by Default? In Society and the Internet (p. Society and the Internet, Chapter 12). Oxford University Press.	☐
Further	Lilley, S. Lightfoot, G and Amaral, P. (2004) Representing organization: knowledge, management and the information age. (Online) Oxford: Oxford University Press, http://www.tsd.ac.uk/en/lrc/onlineresources/e-books/	☒
Further	Mosconi, E. Roy, Marie-Christine. Linking Management and Organizational Performance (Online) International Business Research. Sep2013, Vol. 6 Issue 9, p68-76. 9. http://www.tsd.ac.uk/en/lrc/onlineresources/e-books/ (Accessed 26 November 2013)	☒
Further	Newell, S. et al. (2009). Managing Knowledge Work and Innovation. 2nd ed. Basingstoke: Palgrave Macmillan.	☐
Further	O'Dell, C and Hubert, C (2011) The New Edge in Knowledge: How Knowledge Management Is Changing the Way We Do Business, John Wiley, New Jersey.	☐