



Investing in Knowledge-Centered Support (KCSSM)

*Knowledge Management Best Practices
Within Service Management*

www.ThinkHDI.com | 800.248.5667 | support@ThinkHDI.com



Knowledge-Centered Support

Organizations desiring to implement or improve on their knowledge management processes must invest in people and process as well as technology. A common mistake organizations make is focusing on the tools more than the processes and people. That practice has consistently led to failure, as technology is an enabler of knowledge management, not a critical success factor.

Over the past twenty years, the Consortium for Service Innovation has evolved Knowledge-Centered Support (KCS) into a proven best practice that complements the ITIL framework, a methodology that defines how to successfully implement knowledge management with service management. In 2003, in response to requests from its members for knowledge management best practices, HDI partnered with the Consortium to promote KCS in the technical service and support industry. As a member of the Consortium, HDI continues to participate in the evolution of KCS.

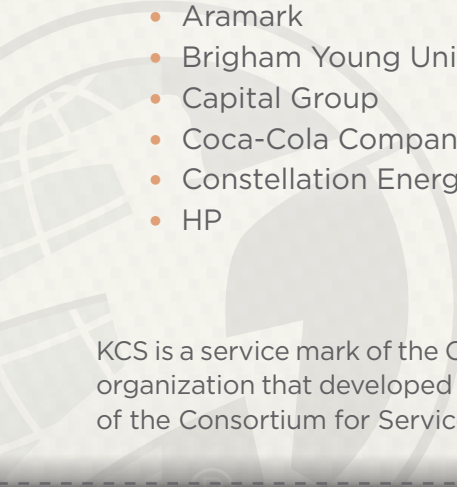
HDI Training

More than 600 organizations have turned to HDI for training in Knowledge-Centered Support. HDI courses are based on the Consortium's "KCS Practices Guide" and were developed by KCS and ITIL experts who have helped organizations successfully adopt KCS in technical support centers.

The **KCS Foundation** course will help you understand the Knowledge-Centered Support methodology, and is available in instructor-led classroom, virtual classroom, or online self-paced course formats. If you're looking to adopt or lead a KCS initiative, then **KCS Principles** is the course for you.

A partial list of organizations that have trained with HDI:

- Apollo Group
- Aramark
- Brigham Young University
- Capital Group
- Coca-Cola Company
- Constellation Energy
- HP
- PepsiCo
- Sanofi-Aventis
- Southwest Airlines
- Tampa Electric Company
- United Airlines
- US Army
- Wyeth Pharmaceuticals



KCS is a service mark of the Consortium for Service Innovation. The Consortium for Service Innovation is a nonprofit organization that developed and continues to evolve the KCS practices. The KCS Academy is an outreach company of the Consortium for Service Innovation.

Invest in Your People

One of the things HDI has learned from Consortium members who have successfully implemented KCS is that the investment in people is *critical* to the successful adoption and ongoing success of this type of initiative.

HDI knows there are many stakeholders who require training before, during, and after a KCS implementation, and we are here to help you and your team along the way. Some of this training must be developed internally, based on the tools implemented and processes defined by the organization, while some training is best provided by third parties.

Where do you start?

The following people or roles will require an investment in training.

Knowledge Champions

When professionals are investigating knowledge management methodologies to adopt or enhance an existing implementation, they need to learn about the best practices. The **KCS Principles** course takes an in-depth look at the KCS methodology, the value of KCS, how to justify the investment, how to successfully implement it, and much more.

The KCS Adoption Team

When the organization is preparing to adopt KCS, a KCS adoption team must have a common understanding of the methodology and the implementation challenges. The **KCS Principles** course, when delivered as an on-site class, serves as an initial step. In this format, the delivery is modified to help the team identify the implementation tasks and build a project plan.

Support Staff/Knowledge Developers

Support staff training must be built in house, as it is about teaching them about the processes and tools, the quality requirements, and how KCS can help them succeed, as well as building their knowledge management skills. The **KCS Foundations** course will provide every member with a consistent understanding of KCS practices and why they need to participate in knowledge management.

KCS Coaches

Coaching is a critical success factor for KCS. The **Coaching Skills for Knowledge-Centered Support** course builds coaching skills and helps individuals prepare for the KCS Coach certification exam. In-house-developed training is also required, as the knowledge monitoring process must support KCS practices that are based on the organization's quality requirements, tools, and processes.

Support Management

In order to support the adoption and their teams, managers need to understand what KCS is, what the benefits are, and why the organization is adopting it. They should take the **KCS Foundation** course along with their support team. Additionally, the organization must provide in-house training to help them with their role and with making the changes necessary to support and maintain the adoption.

Knowledge Domain Experts

The Knowledge Domain Expert (KDE) role is actually a set of roles that map to a diverse set of activities, including the analysis of knowledge reuse, trend analysis, knowledge improvement, problem management, diagnostic development, and proactive knowledge creation. The training KDEs receive will depend on the tasks and skills required after the knowledge initiative begins to mature.

For more detailed guidance on why internally developed courses need to support the KCS initiative, visit www.ThinkHDI.com/KM.

KCS Principles

Save time and money with effective knowledge management.

Knowledge-Centered Support (KCS), developed by the Consortium for Service Innovation, is a methodology and a set of processes and practices that leverage knowledge as a key asset of the support organization. This knowledge management best practices course will provide support center supervisors, managers, and directors with a set of practical steps for capturing, storing, and successfully reusing knowledge.

Receive online access to KCS Foundation with this course!

WHAT YOU WILL LEARN

- How to efficiently create and maintain quality, easy-to-find content in the knowledge base
- A process for monitoring the quality of knowledge
- Ways to motivate staff and to effectively assess individual and team contributions

WHO SHOULD ATTEND

- Support professionals and project managers who want actionable steps to improve time-to-resolve and reduce expense by utilizing a knowledge management program
- Individuals who are preparing for the KCS Principles certification exam

COURSE PRICES (includes certification exam; for a limited time, practice tests are also included)



Member Price: \$1,595
Price: \$1,695
Three days



Call 800.248.5667
for pricing.
Three days

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KCS Principles



Learn more about this course at www.ThinkHDI.com/KCS.

COURSE OUTLINE

- *What is KCS?*
- *The KCS Model*
- *Aligning KCS with the Business*
- *Content Health*
- *KCS Roles and Responsibilities*
- *KCS Workflow*
- *Performance Assessment*
- *Leadership and Motivation*
- *Communication*
- *Technology*
- *The KCS Adoption Road Map*

* For registered course participants only.
Cannot be transferred or sold.

DELIVERY METHODS



PUBLIC CLASSROOM

Attend HDI's most popular courses in cities across North America.



VIRTUAL CLASSROOM

Use web conferencing software and an audio conference bridge to interact with the instructor and other students.



BLENDED

Complete assigned units of self-paced online training prior to each virtual classroom session.



ONLINE

Access self-paced web-based courses at any time over twelve weeks.



ONSITE

Train your team at your facility.



KCS Foundation

Explore knowledge management best practices within service management.

Organizations that leverage knowledge and manage it effectively can reduce costly mistakes, accelerate the implementation of new ideas, and eliminate redundant work. In this course, you will gain an awareness of knowledge management best practices and be introduced to the fundamental concepts of the KCS methodology.

WHAT YOU WILL LEARN

- Knowledge management best practices
- KCS concepts and methodology
- The value and benefits of adopting KCS

WHO SHOULD ATTEND

- Technical support or business professionals who want a fundamental understanding of the benefits and processes associated with a knowledge management initiative
- Individuals who are preparing for the KCS Foundation certification exam

COURSE PRICES (Includes certification exam.)



Member Price: \$695
Price: \$795
One day



Member Price: \$695
Price: \$795
One day



Member Price: \$395
Price: \$445
2-4 hours



Call **800.248.5667**
for pricing.
One day



KCS Foundation

Learn more about this course at www.ThinkHDI.com/KCSF.

COURSE OUTLINE

- *What is KCS and Why Do We Need It?*
- *The Knowledge-Centered Support Model*
- *Wrapping Up the KCS Methodology*

Coaching Skills for Knowledge-Centered Support

Build coaching skills that will improve your ability to influence others to change their behaviors, actions, and beliefs.

Learn the skills and techniques that will make you an effective coach and improve your other relationships as well. Coaching skills are invaluable and can be used to empower others to be their best, negotiate for change, or even help someone learn to take responsibility.

WHAT YOU WILL LEARN

- An understanding of the role of a KCS Coach
- Increased self-awareness that facilitates effective coaching
- Skills and techniques for effective coaching

WHO SHOULD ATTEND

- Support professionals, managers, directors, team leads/supervisors, and KCS coaches
- Individual who are preparing for the KCS Coach certification

COURSE PRICES (Includes certification exam.)



Member Price: \$1,595
Price: \$1,695
Two days



Call **800.248.5667**
for pricing.
Two days



Learn more about this course at www.ThinkHDI.com/CSKCS.

COURSE OUTLINE

- *What is a Coach?*
- *Do I Have What It Takes to Be a Good Coach?*
- *Why Coaching?*
- *ROI for Coaching*
- *The Value of Feedback*
- *What Motivates People?*
- *Boundaries*
- *BABR*
- *Exercise in Reflection*
- *Handling Objections*
- *Working as a Team*
- *Tools of the Trade*
- *Logistics of Coaching*
- *The Challenge of Change*
- *Engaging the Process*
- *Remote Coaching*
- *Reflections on What You Have Learned*

Knowledge-Centered Support Certifications

HDI offers two certifications for KCS:

KCS Principles

This certification is for those individuals who want to demonstrate their knowledge of KCS practices and how to implement them. The certification exam is included with the course.

KCS Foundation

This certification is for those individuals who want to demonstrate that they understand KCS practices and how they provide value.

“Great class! Extremely informative and interactive. I’m looking forward to going back and engaging the entire team.”

— Carmel Ruiz-Hilton, Microsoft

“The content is very practical and applicable to business uses and objectives. This has been the best training I’ve attended, very engaging and informational. I enjoyed the small class size and interaction. Thank you for such great training.”

— Danielle Fergus, American Public University System

