

Official curriculum of HDI.

HDI's official curriculum addresses the needs of support professionals throughout their careers and the various maturity levels of their support operations. It presents the business processes and soft skills required to increase productivity, profitability, and improve customer satisfaction.

KCS is a registered mark of the Consortium for Service Innovation.

Unit 1: What is Knowledge-Centered Service?

- ▶ What is Knowledge-Centered Service?
- ▶ What Led to the Development of KCS?
- ▶ Why Do You Need KCS?
- ▶ What are the Benefits of KCS?

Unit 2: Understanding the KCS Methodology

- ▶ KCS Methodology
- ▶ KCS Practices
- ▶ The Solve Loop
- ▶ The Evolve Loop

Unit 3: Wrapping Up the KCS Methodologies

- ▶ Performance Assessment
- ▶ Leadership and Communication
- ▶ Benefits and ROI

Related Course

KCS Principles is a three-day course that covers the content of Knowledge-Centered Service in more depth as well as how to successfully implement KCS.

Course Overview

Organizations that leverage knowledge and manage it effectively can reduce costly mistakes, accelerate the implementation of new ideas, and eliminate redundant work. A thriving knowledge management program, one that successfully is a vital component of top performing companies and often provides them with a competitive advantage.

In this course, you will gain an awareness of knowledge management best practices and be introduced to the fundamental concepts of the Knowledge-Centered Service (KCS[®]) methodology. This course can also be used to build internal support for a new knowledge management initiative.

What You Will Learn

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

Who Should Attend

- Knowledge workers, supervisors, managers, and directors who want an awareness of knowledge management best practices and a fundamental understanding of the Knowledge-Centered Service (KCS) methodology
- Individuals who are preparing for the KCS Foundation certification exam

Course Prices



Public Classroom Training: Interactive one-day course among peers.
Member Price: \$695 / Price: \$795



Virtual Classroom Training: One day of live, instructor-led training delivered over the Internet.
Member Price: \$695 / Price: \$795



Online Training: 2–4 hours of interactive, self-paced learning.
Member Price: \$395 / Price: \$445



Onsite Training: A one-day course conducted at your company's site.
Call 800.248.5667 for pricing.

Certification

The certification exam is included with the purchase of this course. Instructions for scheduling the exam are provided upon course completion.



Register

Call: 800.248.5667 Visit: www.ThinkHDI.com/KCSF