UCLouvain

llsmf2011

2025

Knowledge Management

5.00 credits	30.0 h	Q2

Teacher(s)	Hermans Julie ;Kolp Manuel ;
Language :	English
Place of the course	Louvain-la-Neuve
Prerequisites	This course is reserved for students with a bachelor's degree in business engineering or students with equivalent quantitative method skills.
Main themes	Intellectual capital, Knowledge management and Strategy. Analyzing information and knowledge processses in companies/projects. Design, implementation and foolow-up of knowledge management applications. Use of information technologies for knowledge management. Applications in selected areas such as Energy, Engineering, Consulting, NTIC and Education.
Learning outcomes	**At the end of this learning unit, the student is able to :** **Having regard to the LO of the programme X, this activity contributes to the development and acquisition of the following LO:** **1. Corporate citizenship** · 1.1. Demonstrate independent reasoning, look critically **2. Knowledge and reasoning** · 2.1. Master the core knowledge of each area of management. · 2.2. Master highly specific knowledge · 2.3. Articulate the acquired knowledge from different areas · 2.4. Activate and apply the acquired knowledge **3. A scientific and systematif approach** · 3.1. Conduct a clear, structured, analytical reasoning · 3.2. Collect, select and analyze relevant information · 3.3.Consider problems using a systemic and holistic approach · 3.4. Perceptively synthesize' demonstrating a certain conceptual distance · 3.5. Produce, through analysis and diagnosis, implementable solutions **4. Innovation and entrepreneurship** · 4.1. Identify new opportunities, propose creative and useful ideas · 4.4.Reflect on and improve .... professional practices. **5. Work effectively in an international and multicultural environment** · 5.1.Understand the inner workings of an organization · 5.2.Position ... the functioning of an organization, in its ...socio-economic dimensions **6. Teamwork and leadership** · 6.1. Work in a team... **7. Project management** · 7.1.Analyse a project within its environment and define the expected outcomes · 7.2. Organize, manage and control the process, **8. Communication and interpersonal skills** · 8.1. Express a clear and structured message · 8.2. Interact and discuss effectively · 8.3. Persuade and negotiate **9. Personal and professional development** · 9.1. Independent self-starter · 9.4. Quick study, lifelong learner ...

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Evaluation methods	**Continuous evaluation** · Date: *Will be specified later* · Type of evaluation: *Group Work* · Comments: *No* **Evaluation week** · Oral: *No* · Written: *No* · Unavailability or comments: *No* **Examination session** · Oral: *Yes* · Written: *Yes* · Unavailability or comments: *Written report and oral presentation* · *La réussite globale du cours implique la réussite de toutes les parties* Evaluation : Class participation and group project including final written report and oral presentation, in French or English By submitting your report and case study for evaluation: - You affirm that it faithfully reflects the phenomenon studied, and for this you must have verified the facts, especially if they are claimed by a generative AI (the use of which you must explicitly mention as a tool to support the completion of your work); - You affirm that all sources of knowledge that go beyond the common domain are duly referenced. Common domain knowledge is universally established and is about what an informed reader can assess without needing confirmation from a separate source; - You affirm that you have complied with all the specific requirements of the work entrusted to you, in particular the requirements for transparency and documentation of the scientific approach implemented. If any of these statements are not true, whether intentionally or through negligence, you are in breach of your ethical commitment to the knowledge produced as part of your work , and possibly other aspects of academic integrity, what constitutes academic misconduct and will be considered as such.
Teaching methods	· - Lectures · - Interactive seminar - Micro-teaching (partly presented by students) · - Project based learning At home activities · - Readings to prepare the lecture · - Students presentation · - Case study by students · - Group project
Content	**Summary** This course examines knowledge management from a managerial perspective. The 5 dimensions of knowledge management are developed: strategy, organisational process, people, culture and technologies. Strategic advantages of knowledge management are analysed through the management literature and practical applications. Some modelling techniques and ICT applications in the context of organizational knowledge management are examined, as Electronic Document Management Systems, Knowledge Portals, Enterprise Data Warehouse, Knowledge Bases, Expert Systems, Artificial Neural Networks, Semantic Web, **Content** Knowledge economy Intellectual capital, tacit and explicit knowledge, organisational learning Dimensions of knowledge management Knowledge management applications: - Key success factors and monitoring - ICT and organisational support to Knowledge Management Knowledge management and systems in selected application areas
Inline resources	Moodle
Bibliography	No TEXTBOOK. SLIDES compulsory and available on line . No book protected by copyright. READING FILE compulsory Supports available on line are on Moodle UCLouvain.
Other infos	**Prerequisites** (ideally in terms of competiencies) : Master basic management concepts **References** : Provided during the class (T. Stewart, E. Sveiby, I. Nonaka, H. Takeushi , Ch. Argyris, D. Schön, D. Davenport, L. Prusak, ...)
Faculty or entity in charge	CLSM

Programmes containing this learning unit (UE)				
Program title	Acronym	Credits	Prerequisite	Learning outcomes
Master [120] in Management	GESM2M	5		🔍
Master [120] in Law	DROI2M	5		🔍
Master [120] : Business Engineering	INGE2M	5		🔍
Master [120] in Management	GEST2M	5		🔍
Master [120] : Business Engineering	INGM2M	5		🔍