One Day Workshop:

The 5 C's of Knowledge Management Using Microsoft Tools

DELIVERED BY: Dodla Digital®

SYLLABUS

One Day Workshop:

ABOUT THE PROGRAM

This workshop explores the 5 C's of Knowledge Management—Capture, Curate, Connect, Collaborate, and Cultivate—and demonstrates how Microsoft 365, SharePoint, Power Platform, and Copilot AI can be leveraged to optimize knowledge discovery, sharing, and retention. Participants will learn how to build structured knowledge repositories, automate knowledge workflows, enhance collaboration, and drive innovation within their organizations.

LEARNING OBJECTIVES

✅ Capture Knowledge Effectively – Learn how to structure and store knowledge using SharePoint, OneDrive, and Microsoft Lists to ensure accessibility and organization.

✅ Curate & Organize Knowledge – Utilize SharePoint Metadata, Managed Term Store, and AI-driven categorization to enhance searchability and knowledge discovery.

✅ Connect Knowledge Across Systems – Integrate Microsoft Search, Power BI, and Dataverse to link knowledge assets and surface relevant information dynamically.

✅ Cultivate a Knowledge-Driven Culture – Implement governance strategies, AI-powered recommendations, and automation through Power Automate & Microsoft Copilot to drive continuous knowledge sharing and innovation.

✅ Automate Knowledge Workflows – Design workflows that capture, classify, and distribute knowledge assets automatically using Power Automate.

ELGIBILITY CRITERIA

The 5 C's of Knowledge Management Using Microsoft Tools workshop is designed for enterprise-level organizations that are actively leveraging Microsoft technologies and seeking to enhance their AI capabilities.

One Day Workshop:

Duration: 8 Hours (Including Breaks) | Time: 8:00 AM - 4:30 PM

ITINERARY

8:00 AM - 10:00 AM

- Introduction & Workshop Objectives
- Understanding Knowledge as an Enterprise Asset
- Introduction to Microsoft's Knowledge Management Ecosystem
- Hands-on Exercise: Assessing Your Organization's Knowledge Maturity

10:00 AM - 10:15 AM   Break - 15 Minutes

10:15 AM - 12:00 PM

- Overview of the 5 C's of Knowledge Management: Capture, Curate, Connect, Collaborate, Cultivate
- **Capture** – Structuring and Storing Knowledge
- Automating knowledge capture with Power Automate & Copilot AI

12:00 PM - 1:00 PM   Lunch - 60 Minutes

1:00 PM - 2:30 PM

- **Curate** – Organizing and Classifying Knowledge
- Taxonomy vs. Folksonomy: Structuring Knowledge for Findability
- **Connect** – Integrating Knowledge Across Systems

2:30 PM - 2:45 PM Break - 15 Minutes

2:45 PM - 4:30 PM

- **Collaborate** – Enabling Seamless Knowledge Sharing
- **Cultivate** – Driving a Knowledge-Sharing Culture
- Final Q&A

COST

Standard Rate (Up to 15 Participants):

💰 $7,500 – $9,500 per session*

- Covers instruction, training materials, and hands-on labs
- Includes access to Microsoft AI demo environments
- Includes recording access

*Price varies depending upon travel requirements, location, and equipment requests