



The University of Jordan

Accreditation & Quality Assurance Center

COURSE Syllabus

1	Course title	Knowledge management
2	Course number	5201408
3	Credit hours (theory, practical)	3
	Contact hours (theory, practical)	3
4	Prerequisites/corequisites	Non
5	Program title	Business management
6	Program code	02
7	Awarding institution	The university of Jordan
8	Faculty	Management and finance
9	Department	Business management
10	Level of course	3
11	Year of study and semester (s)	2 nd semester 2014/2015
12	Final Qualification	Bachelor
13	Other department (s) involved in teaching the course	None
14	Language of Instruction	English
15	Date of production/revision	2 nd semester 2011 / revised yearly

16. Course Coordinator:

Office numbers, office hours, phone numbers, and email addresses should be listed.

Adnan Rawashdeh, 36038 , (10:00-11:00am) , 0796860622 , ad.rawashdeh@ju.edu.jo

17. Other instructors:

Office numbers, office hours, phone numbers, and email addresses should be listed.

Adnan Rawashdeh, 36038 , (10:00-11:00am) , 0796860622 , ad.rawashdeh@ju.edu.jo

18. Course Description:

This course will develop your knowledge and understanding of contemporary theories and practices of knowledge management (KM) by examining the relationship between a theoretical understanding of knowledge management and real-life situations and by integrating different dimensions of knowledge management arising from human resource management, information systems and strategic management. The course will explain the concept of 'intellectual capital' and how it is managed and exploited in organizations. The course will demonstrate a critical understanding of knowledge management policies and strategies in organizations that enhance effectiveness. You will be able to apply a range of transferable skills including literature search, analytical skills, application of theory to real-life situations, teamwork, motivation and interpersonal skills.

1. 19. Course aims and outcomes:

2.

The main objectives of this course are to:

1. Explore the diverse range of definitions and perspectives of knowledge management
2. Explore philosophers in western philosophy and see what contribution they have on the nature of knowledge
3. Explore the different conceptualizations of organizational learning
4. Describe different component technologies found in knowledge management
5. Explain how knowledge management systems can assist in a variety of organizational problems
6. Understand different ways of thinking about strategy
7. Understand the nature of organizational culture
8. Understand effective ways of implementing knowledge management initiatives
9. Explain the characteristics of dominant models of the learning organization
10. Explain the emergence of the notion of intellectual capital from a historic perspective
11. Contrast differing frameworks and conceptions of intellectual capital

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A. Knowledge and Understanding: Students are expected to

- Explain the diversity of disciplines and content that constitute the field of knowledge management
- Understand effective ways of implementing knowledge management initiatives

B. Intellectual Analytical and Cognitive Skills: Students are expected to

- Analyze the role of knowledge management in attainment of financial objectives, quality and process improvement, and innovation.

C. Subject- Specific Skills: Students are expected to

- Create a knowledge management system for an organization.
- Create a knowledge management plan to leverage opportunities to create, capture, represent and share knowledge within an organization.

D. Transferable Key Skills: Students are expected to

- Apply knowledge management models and technologies to business situations

f- ability to apply social media effectively

20. Topic Outline and Schedule:

3.

Topic	Week	Instructor	Achieved ILOs	Evaluation Methods	Reference
Concept of knowledge	1	Adnan	1	Assignments & short exams	introduction to knowledge management filemon A.& Uriarte jr , 2011
Defining knowledge management	2-4	Adnan	2	Assignments & short exams	introduction to knowledge management filemon A.& Uriarte

					jr , 2011
History of knowledge management	5-8	Adnan	3	Assignments & short exams	introduction to knowledge management filemon A.& Uriarte jr , 2011
Elements of knowledge management & Knowledge management tools	9-12	Adnan	4	Assignments & short exams	introduction to knowledge management filemon A.& Uriarte jr , 2011
Implementation of knowledge management	13-16	Adnan	5	Assignments & short exams	introduction to knowledge management filemon A.& Uriarte jr , 2011
4.					
5.					

21. Teaching Methods and Assignments:

Don't be surprised if you find that in many real situations, there is no single 'right' or 'wrong' answer. Moreover, your instructor will not expect you just to sit quietly in class but expect you to contribute by asking or answering questions, sharing your experiences and observations, etc.

For this course, you will have three contact hours of class per week distributed over 16 weeks. Instructor will use a variety of ways to help you acquire the fundamental concepts and knowledge. During class, you are expected to practice the knowledge acquired through lectures and develop the relevant skills. Your instructor will be available to help you evaluate your learning progress and identify areas for further development. You will need to be proactive in identifying the issues you would like to consult your instructor with and therefore your self-awareness and self-motivation will be key to the effectiveness of this part of learning.

Apart from the three hours' class contact time, you are expected to spend at least six hours on what we call Independent Learning. During this time, you are in charge. Your 4 /6

instructor may or may not give you any specific tasks but would expect you to use the time productively. You spend the time going over the concepts you find difficult to grasp in class or practice some of the skills you have learnt. You can do some by yourself or by teaming up with some of your fellow classmates.

Projects and Assignments

□ Assignment: Each student must submit a 3-5 (A4 pages) report on the obstacles and problems related to knowledge management.

□ Project: Students will be divided into 5-7 students groups. Each group will choose a case study listed at the end of each chapter of the assigned book. Study cases should be first approved by the professor. Then each group is required to give a 5-7 minutes power point presentation (5slides).

22. Evaluation Methods and Course Requirements:

Evaluation	Point %	Date
Mid-term Exam	30%	Will be assigned by the professor during the semester in class
Short Exam	10%	Will be assigned by the professor during the semester in class
Participation and other activities (Case Study)	10%	Will be assigned by the professor during the semester in class
Final Exam	50%	Will be assigned by the professor during the semester in class

23. Course Policies:

- A- Attendance policies: according to Jordanian university rules
- B- Absences from exams and handing in assignments on time: according to Jordanian university rules
- C- Health and safety procedures: according to Jordanian university rules
- D- Honesty policy regarding cheating, plagiarism, misbehavior: according to Jordanian university rules
- E- Grading policy: according to Jordanian university rules
- F- Available university services that support achievement in the course: computer lap , internet

24. Required equipment:

The course needs :

- 1- specific computer lap for faculty
- 2- periodical visits to corporations

25. References:

Required book (s), introduction to knowledge management filemon A.& Uriarte, jr , 2011
A- Recommended books, materials, and media:
Jashapara Ashok (2011). Knowledge Management: An Integrated Approach. Second Edition /
Pearson/Prentice Hall.

26. Additional information:

Name of Course Coordinator: -----Signature: ----- Date: -----

Head of curriculum committee/Department: ----- Signature: -----

Head of Department: ----- Signature: -----

Head of curriculum committee/Faculty: ----- Signature: -----

Dean: -----Signature: -----

Copy to:
Head of Department
Assistant Dean for Quality Assurance
Course File