**DRAFT**

**KM Learning and Development Manager**

The KM Learning and Development Manager is responsible for the development and delivery of organizational wide learning programs for KM applications and systems. This involves developing and delivering training modules and workshops to selected audiences throughout the organization using the most effective training aids and systems available, e.g., classroom, computer tutorials, webinars, eLearning applications, etc. The KM Learning and Development Manager ensures that KM training programs are conducted in accordance with HR policies; the results of training are monitored and reported to leadership; potential learning gaps are identified; and additional learning program are provided to close the gaps.

**Reporting Relationship:**

There seems to be several possible options for the location of the KM Learning and Development Manager in an organization:

1. Chief Knowledge Officer
2. Chief Learning Officer
3. Human Resources Leader

**KM Learning and Development Manager Competencies:**

The competencies necessary for a KM Learning and Development Manager will include the following knowledge, skills, abilities, and attributes.

**Knowledge:**

1. Knowledge of how to develop and implement the necessary learning and training programs for people throughout the organization using knowledge systems, online collaborative tools, eLearning tools, and social media databases for knowledge transfer and sharing
2. Knowledge of how to work with senior level people and present learning and development strategies
3. Knowledge of how to interact with key leadership responsible for the learning and development of KM within the organization to build and maintain effective client learning and development programs.
4. Knowledge of how to deliver the right type of KM training and coaching to the appropriate knowledge networks throughout the organization

**Skills:**

* Skilled at providing learning programs and training on knowledge-sharing tools and applications, and evaluating their benefits
* Skilled at providing communications regarding learning events and self-help resources
* Skilled at working in a virtual environment with a distributed work force
* Skilled at delivering learning presentations on knowledge management to all levels of the organization
* Experience working in a virtual environment with a distributed work force
* Skilled at conducting training session virtually with online tools
* Exceptional synthesis and analysis skills
* Demonstrated ability to manage multiple and competing demands and to establish priorities and meet deadlines
* Excellence written and oral communication skills

**Abilities:**

* Ability to interact with educational practitioners and external learning and development consultants
* high levels of collaboration/diplomacy within an organization as well as with senior external partners
* Ability to work cooperatively with organizational leaders to redirect training to more actively support the organization’s knowledge management strategy
* Ability to work cooperatively with the CKO, CLO, and HR Leaders to develop metrics and operational learning strategies for sustaining and instilling knowledge sharing in the organization
* Ability to identify gaps in the employees’ knowledge skills and training programs, and work collaboratively with KM and other executive leadership to develop strategies to enhance the organization’s KM skill set

**Attributes:**

* High tolerance for change
* Diplomatic and tactful
* Cognitive learner
* Good oral and written communications
* Strong interaction skills

**Requirements:**

Bachelor’s Degree in Learning and Development

Master’s degree preferred in educational development or other comparable graduate/professional degree with substantial concentration in educational learning programs, and training and development of related knowledge management programs

**Experience:**

5 - 8 years of responsibility managing organizational learning program, eLearning and knowledge product development and online and classroom program training