

# KCS v6 Practices Workshop & Certification

*Offered by ComAround & the KCS Academy*

The KCS v6 Practices Workshop is a 2.5 day workshop taught by KCS v6 Certified Trainers. It is excellent preparation for the separate **KCS v6 Practices Certification exam**, which is offered separately at the end of the workshop. See end of this document.

## KCS v6. Practices Workshop

**This thorough, instructor-led workshop is intended for:**

- Program and project managers for KCS adoption
- KCS Council team members
- KCS Publishers and Coaches
- Supervisors and first- and second-line managers
- Product managers and architects for technology and tools that enable the KCS practices
- Consultants

**Someone who completes the KCS v6 Practices workshop understands:**

- KCS Principles and Core Concepts
- KCS Practices and techniques, and the reasons for adhering to them
- How to adopt and sustain KCS
- KCS measures and their evolution over time

**Benefits of this training for the individual taking it:**

- Preparation to participate in the KCS Council.
- Confidence in making appropriate decisions based on a thorough understanding of KCS.
- Understand key KCS Practices and how KCS techniques may be appropriately modified to meet business goals and needs.
- Ability to deal with objections to KCS.

**Benefits of having team members take this training:**

- More consistent adoption of KCS throughout the organization: alignment of KCS vocabulary and understanding across distributed teams/locations globally.
- Reduced time to obtain business benefits from KCS.
- Clear, measurable, consistent goals aligned between KCS and business goals.
- More effective communications with sponsor and management.
- Profound understanding of KCS helps in sustaining it over time.

## Agenda, KCS v6 Practices Workshop

Day 1	
Topic	Outcome
Welcome	Introductions and Workshop objectives
Business objectives	Organization's high-level vision for the future, goals, and desired results
Support from the customer's point of view	<ul style="list-style-type: none"> <li>• Implications of KCS in the bigger picture</li> <li>• The evolution of support</li> </ul>
KCS benefits	Why should we care? Real examples.
The KCS Practices	Understanding the double loop concepts
Process improvement	<ul style="list-style-type: none"> <li>• Understand different types of change and how it relates to KCS</li> <li>• Identify the critical success factors for successful adoption</li> </ul>
Roles and responsibilities, proficiency development	<ul style="list-style-type: none"> <li>• Understand KCS license levels and roles</li> <li>• The critical role of the coach and criteria for picking coaches</li> </ul>
Content Health	<ul style="list-style-type: none"> <li>• Content health techniques</li> <li>• The value of context and structure</li> <li>• Building a content standard</li> <li>• Indicators of Content Health</li> </ul>

Contd. Agenda, KCS v6 Practices Workshop

<b>Day 2</b>	
<b>Topic</b>	<b>Outcome</b>
Process Integration	<ul style="list-style-type: none"> <li>• Understand how to integration use of the knowledge base into the workflow</li> <li>• Indicators of health</li> </ul>
Performance Assessment	<ul style="list-style-type: none"> <li>• How do we determine who is creating value?</li> <li>• Review the measures that are important in a KCS environment</li> </ul>
Leadership and Communication	<ul style="list-style-type: none"> <li>• Identify the role of leaders/managers</li> <li>• Understand what motivates people</li> <li>• The power of a vision</li> <li>• The strategic framework – link the business goals to the KCS benefits</li> <li>• Indicators of success</li> </ul>
Adoption	<ul style="list-style-type: none"> <li>• Review practices for KCS adoption</li> <li>• Understand adoption waves and phases</li> </ul>

<b>Day 3</b>	
<b>Topic</b>	<b>Outcome</b>
The challenge of communication	<ul style="list-style-type: none"> <li>• Identify the elements of the communications plan</li> <li>• Handling objections</li> </ul>
Underlying beliefs of KCS	Understand the KCS Principles and Core Concepts
KCS v6 Practices Certification Exam (optional)	Allowed exam time is 120 minutes.

## **KCS® v6 Practices Certification**

*Official KCS v6 Practices certification offered by The KCS Academy*

This certification is intended for individuals who require a thorough understanding of both the KCS methodology and its adoption. This includes people who manage or advise on the adoption and continuous improvement of the KCS practices. This certification is also appropriate for product managers whose products align with or enable the KCS practices.

The KCS v6 Practices certification exam is a proctored exam consisting of about 65 scenario-based, multiple-choice questions. No supporting materials are allowed. There is a time limit of 120 minutes.

### **Someone who holds a KCS v6 Practices certification understands:**

- KCS Principles and Core Concepts
- KCS Practices and techniques, and the rationale behind them
- How to adopt and sustain KCS
- KCS measures and how they evolve over time

### **Benefits of holding a certification:**

- Validates deep understanding of the KCS methodology.
- Understand how to communicate the value of KCS and adoption best practices.
- Ability to identify critical success factors and measurements for KCS adoption.
- Understand how to engage champions and drive KCS adoption across the enterprise.
- KCS v6 Practices certification provides recognition of KCS mastery.

### **Benefits of having certified individuals on your team:**

- Verification that individuals have an in-depth understanding of the KCS methodology.
- Reduces variances in KCS vocabulary and adoption on an enterprise level.
- Consistent understanding of KCS adoption best practices including measurements and critical success factors.
- Understanding of how to drive KCS adoption across the enterprise