

## KCS v6 Practices Workshop & Certification

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***The KCS v6 Practices Workshop is 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 (optional, please refer to certification info at the end of this document).***

**Course length:** 16 hours (virtual) and 18 hours (class room)

**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
- Gain experience making appropriate judgments based on a thorough understanding of KCS Principles and Core Concepts
- Understand key KCS Practices and how KCS techniques may be appropriately modified to meet business goals
- 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
- Engage high performers by recognizing them appropriately for contributions
- More effective communications with sponsor and management

## Sample Agenda: KCS v6 Practices Workshop

Day 1	
Topic	Outcome
Introduction	Welcome and introductions
Where are we going?	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>
Is there another way?	KCS benefits: why should we care?
Introduction to the KCS Practices	Introduce the double loop concepts and the KCS Solve and Evolve Loops
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	<p>The content health techniques:</p> <ul style="list-style-type: none"> <li>• The value of context and structure</li> <li>• States and lifecycle</li> <li>• Style and preferred vocabulary</li> </ul> <p>Indicators of Content Health:</p> <ul style="list-style-type: none"> <li>• Content standard checklist</li> </ul>
Article state transitions	Understand the connection between KCS roles (license levels) and article state transitions.

Day 2	
Topic	Outcome
Process Integration	<ul style="list-style-type: none"> <li>Understand how we integration use of the knowledge base into the workflow</li> <li>Indicators of health for Process Integration</li> </ul>
Performance Assessment and KCS measures	<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>
Scenarios	Group exercise: KCS measurement scenarios.
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 strategic framework – link the business goals to the KCS benefits</li> <li>Indicators of Leadership and Communication health</li> </ul>
KCS Adoption	<ul style="list-style-type: none"> <li>Review practices for KCS adoption</li> <li>Understand adoption waves and phases</li> </ul>

Day 3	
Topic	Outcome
Change Communication	<ul style="list-style-type: none"> <li>Elements of the communications plan</li> <li>Handling objections</li> </ul>
The underlying beliefs and values of KCS?	Understand the KCS Principles and Core Concepts
Proctored KCS v6 Practices Certification Exam (optional)	<p>Taken at the end of the workshop for class room training</p> <p>Taken individually online within 60 days of course date for virtual training.</p> <p>Exam time: 120 minutes.</p>

## 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.

### **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 drive KCS adoption across the enterprise
- Official KCS v6 Practices certificate, access to logo, and listing on public registry 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
- Understanding of how to drive KCS adoption across the organization

*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.*