

## Course Syllabus

1	<b>Course title</b>	Knowledge management
2	<b>Course number</b>	1601422
3	<b>Credit hours</b>	3
	<b>Contact hours (theory, practical)</b>	2 – 3 every day
4	<b>Prerequisites/corequisites</b>	None
5	<b>Program title</b>	Business management
6	<b>Program code</b>	10
7	<b>Awarding institution</b>	The University of Jordan
8	<b>School</b>	Business School
9	<b>Department</b>	Business management
10	<b>Course level</b>	Undergraduates
11	<b>Year of study and semester (s)</b>	23/24 Sem 1
12	<b>Other department (s) involved in teaching the course</b>	
13	<b>Main teaching language</b>	English
14	<b>Delivery method</b>	<input type="checkbox"/> Face to face learning <input type="checkbox"/> Blended <input type="checkbox"/> Fully online
15	<b>Online platforms(s)</b>	<input type="checkbox"/> Moodle <input type="checkbox"/> Microsoft Teams <input type="checkbox"/> Skype <input type="checkbox"/> Zoom <input type="checkbox"/> Others.....
16	<b>Issuing/Revision Date</b>	

### 17 Course Coordinator:

Name: Dr Ala'a Azzam	Contact hours: Sun, Tue, Thu; 9:30-10:30 Mon, Wed; 11:30-12:30
Office number: Building 2	Phone number: -
Email: a_azzam@ju.edu.jo	




### 18 Other instructors: None

<p>Name:</p> <p>Office number:</p> <p>Phone number:</p> <p>Email:</p> <p>Contact hours:</p> <p>Name:</p> <p>Office number:</p> <p>Phone number:</p> <p>Email:</p> <p>Contact hours:</p>
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### 19 Course Description:

As stated in the approved study plan.

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.



**20 Course aims and outcomes:**



## A- Aims:

This course aims to explain knowledge management concepts, organizational learning and learning organization.

And understanding intellectual capital and how business can measure their intellectual assets and property.

Provides a comprehensive, multi-perspective approach to knowledge management, which explores how knowledge is effectively managed within the organizations in which we work.

Explains common theories on how we learn as individuals and it describes the difference between discussion and dialogue in team learning

## B- Students Learning Outcomes (SLOs):

Upon successful completion of this course, students will be able to:

1. describes the development of the concept of post-industrial economy in comparison to the traditional economy
2. understand the importance of knowledge management
3. explains different schools of thought and strategies in knowledge management.
4. explains common theories on how we learn at Individual, group, and organizational levels.
5. evaluate knowledge intensive firms
6. critically analyze innovation and knowledge processes

SLOs SLOs of the course	SLO (1) Examine the main concepts, principles and theories associated with business management and discuss a substantial body of subject-based knowledge of business.	SLO (2) Apply problem solving, critical thinking and decision-making skills to solve problems related to business management and recommend further actions.	SLO (3) Utilize information and communication technology to access and analyze databases and international information to develop knowledge, skills, and to generate new knowledge in business management field.	SLO (4) Develop intellectual and transferrable personal and communication skills applicable to further study and careers
1. describes the development of the concept of post-industrial economy in comparison to the traditional economy	*			
2. understand the importance of knowledge management	*			
3. explains different schools of thought and strategies in knowledge management.	*		*	
4. explains common theories on how we learn at Individual, group, and organizational level.	*	*	*	*
5. evaluate knowledge intensive firms	*	*	*	*
6. examine innovation and knowledge processes	*	*	*	*

## 21. Topic Outline and Schedule:

Week	Lecture	Topic	Student Learning Outcome	Learning Methods (Face to Face/Blended/ Fully Online)	Platform	Synchronous / Asynchronous Lecturing	Evaluation Methods*	Resources
1	1.1	The Contemporary Importance of Knowledge and Knowledge Management	1	F2F		Synchronous	In class Quizzes and participation. Mid-term Exam	
	1.2	The Contemporary Importance of Knowledge and Knowledge Management	1	F2F		Synchronous	In class Quizzes and participation. Mid-term Exam	
	1.3	The Contemporary Importance of Knowledge and Knowledge Management	1	F2F		Synchronous	In class Quizzes and participation. Mid-term Exam	
2	2.1	The Objectivist Perspective on Knowledge	1,2	F2F		Synchronous	In class Quizzes and participation. Mid-term Exam	
	2.2	The Objectivist Perspective on Knowledge	1,2	F2F		Synchronous	In class Quizzes and participation.	

Week	Lecture	Topic	Student Learning Outcome	Learning Methods (Face to Face/Blended/ Fully Online)	Platform	Synchronous / Asynchronous Lecturing	Evaluation Methods	Resources
							Mid-term Exam	
	2.3	The Objectivist Perspective on Knowledge	1,2	F2F		Synchronous	In class Quizzes and participation. Mid-term Exam	
	3.1	The Objectivist Perspective on Knowledge	1,2	F2F		Synchronous	In class Quizzes and participation. Mid-term Exam	
3	3.2	The Objectivist Perspective on Knowledge	1,2	F2F		Synchronous	In class Quizzes and participation. Mid-term Exam	
	3.3	The Objectivist Perspective on Knowledge	1,2	F2F		Synchronous	In class Quizzes and participation. Mid-term Exam	
4	4.1	The Practice-Based Perspective on	1,2	F2F		Synchronous	In class Quizzes and participation	

		Knowledge					ion. Mid-term Exam	
	4.2	The Practice-Based Perspective on Knowledge	1,2	F2F		Synchronous	In class Quizzes and participation. Mid-term Exam	
	4.3	The Practice-Based Perspective on Knowledge	1,2	F2F		Synchronous	In class Quizzes and participation. Mid-term Exam	
5	5.1	The Practice-Based Perspective on Knowledge	1,2	F2F		Synchronous	In class Quizzes and participation. Mid-term Exam	
	5.2	The Practice-Based Perspective on Knowledge	1,2	F2F		Synchronous	In class Quizzes and participation. Mid-term Exam	
	5.3	The Practice-Based Perspective on Knowledge	1,2	F2F		Synchronous	In class Quizzes and participation. Mid-term	

							Exam	
6	6.1	What is Knowledge Management?	1,3	F2F		Synchronous	In class Quizzes and participation. Project	
	6.2	What is Knowledge Management?	1,3	F2F		Synchronous	In class Quizzes and participation. Project	
	6.3	What is Knowledge Management?	1,3	F2F		Synchronous	In class Quizzes and participation. Project	
7	7.1	What is Knowledge Management?	1,3	F2F		Synchronous	In class Quizzes and participation. Project	
	7.2	What is Knowledge Management?	1,3	F2F		Synchronous	In class Quizzes and participation. Project	
	7.3	What is Knowledge Management?	1,3	F2F		Synchronous	In class Quizzes and participation.	



							Project	
8	8.1	Knowledge Intensive Firms and Knowledge Workers	5	F2F		Synchronous	In class Quizzes and participation. Project	
	8.2	Knowledge Intensive Firms and Knowledge Workers	5	F2F		Synchronous	In class Quizzes and participation. Project	
	8.3	Knowledge Intensive Firms and Knowledge Workers	5	F2F		Synchronous	In class Quizzes and participation. Project	
9	9.1	Knowledge Intensive Firms and Knowledge Workers	5	F2F		Synchronous	In class Quizzes and participation. Project	
	9.2	Knowledge Intensive Firms and Knowledge Workers	5	F2F		Synchronous	In class Quizzes and participation. Project	
	9.3	Knowledge Intensive Firms and Knowledge Workers	5	F2F		Synchronous	In class Quizzes and participation.	

							5Project	
10	10.1	Learning and Knowledge Management	4	F2F		Synchronous	In class Quizzes and participation. Project	
	10.2	Learning and Knowledge Management	4	F2F		Synchronous	In class Quizzes and participation. Project	
	10.3	Learning and Knowledge Management	4	F2F		Synchronous	In class Quizzes and participation. Project	
<b>Week</b>	<b>Lecture</b>	Learning and Knowledge Management	<b>Student Learning Outcome</b>	<b>Learning Methods (Face to Face/Blended/ Fully Online)</b>	<b>Platform</b>	<b>Synchronous / Asynchronous Lecturing</b>	<b>Evaluation Methods</b>	<b>Resources</b>
11	11.1	Learning and Knowledge Management	4	F2F		Synchronous	In class Quizzes and participation. Project	
	11.2	Learning and Knowledge Management	4	F2F		Synchronous	In class Quizzes and participation. Project	

	11.3	Learning and Knowledge Management	4	F2F		<b>Synchronous</b>	In class Quizzes and participation. Project	
12	12.1	Innovation and Knowledge Processes	6	F2F		<b>Synchronous</b>	In class Quizzes and participation. Project	
	12.2	Innovation and Knowledge Processes	6	F2F		<b>Synchronous</b>	In class Quizzes and participation. Project	
	12.3	Innovation and Knowledge Processes	6	F2F		<b>Synchronous</b>	In class Quizzes and participation. Project	
13	13.1	Innovation and Knowledge Processes	6	F2F		<b>Synchronous</b>	In class Quizzes and participation. Project	
	13.2	Innovation and Knowledge Processes	6	F2F		<b>Synchronous</b>	In class Quizzes and participation. Project	

	13.3	Innovation and Knowledge Processes	6	F2F		<b>Synchronous</b>	In class Quizzes and participation. Project	
14	14.1	Innovation and Knowledge Processes	6	F2F		<b>Synchronous</b>	In class Quizzes and participation. Project	
	14.2	Innovation and Knowledge Processes	6	F2F		<b>Synchronous</b>	In class Quizzes and participation. Project	
	14.3	Innovation and Knowledge Processes	6	F2F		<b>Synchronous</b>	In class Quizzes and participation. Project	
15	15.1	Innovation and Knowledge Processes	6	F2F		<b>Synchronous</b>	In class Quizzes and participation. Project	
	15.2	Innovation and Knowledge Processes	6	F2F		<b>Synchronous</b>	In class Quizzes and participation. Project	



	15.3	Innovation and Knowledge Processes	6	F2F		Synchronous	In class Quizzes and participation. Project	
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\* All Material is evaluated using the Final Examination

## 22 Evaluation Methods:

Opportunities to demonstrate achievement of the SLOs are provided through the following assessment methods and requirements:

Evaluation Activity	Mark	Topic(s)	SLOs	Period (Week)	Platform
Midterm	30%	Introduction to knowledge management, Different schools of thought		Week 5	F2F
Project	15%	Relevant case to apply learned concepts		Week 10	E-learning
Participation	5%				F2F
Final Exam	50%	All chapters			F2F

## 23 Course Requirements

(e.g: students should have a computer, internet connection, webcam, account on a specific software/platform...etc):

## 24 Course Policies:

A- Attendance policies:

B- Absences from exams and submitting assignments on time:



C- Health and safety procedures:

D- Honesty policy regarding cheating, plagiarism, misbehavior:

E- Grading policy:

F- Available university services that support achievement in the course:

## 25 References:

A- Required book(s), assigned reading and audio-visuals:

Hislop, D., Bosua, R., Helms, R. (2018). Knowledge Management in organizations: a critical introduction. Forth Edition. Oxford

B- Recommended books, materials, and media:

Jashapara, A. (2011). Knowledge Management: An Integrated Approach. Second Edition. Pearson, Prentice Hall.

## 26 Additional information:



Name of Course Coordinator: -Dr Ala'a Azzam		Signature: -----	Date: 15/10/2023
Head of Curriculum Committee/Department: -----		Signature: -----	---
Head of Department: -----		Signature: -----	-
Head of Curriculum Committee/Faculty: -----		Signature: -----	-
Dean: -----		Signature: -----	