E-Learning and Knowledge Management in Organizations

- **Course code**
  8151
- **Type of course (compulsory, optional)**
  Elective
- **Level of course** (e.g. first, second or third cycle; sub-level if applicable)
  N/A
- **Year of study**
  2013-2014
- **Semester**
  7th semester
- **Number of credits allocated**
  6 ECTS Credits
- **Name of lecturer**
  Angeliki Poulymenakou, Associate Professor
  Eric Soderquist, Associate Professor

- **Learning outcomes**
  This course offers an overview of the most recent trends in learning and knowledge management in companies and organizations. Students will be introduced to strategies, methods and technologies of organizational learning and knowledge management helping them to develop analytical, development and judgmental skills. Students will be able to relate organizational and technological choices to performance improvements in organizations in the context of changing organizational environments. Practical skill in the implementation of e-learning programs and systems are also emphasized.
  The course comprises two units; (1) E-Learning and (2) Knowledge Management. In the first students are introduced to concepts of organizational and workplace learning, training in the context of human resource development, and performance management. Methods and tools for digital instructional design are explained and then applied in practice by students in their course assignments. In the second unit, theoretical models as well as organizational practices concerning the creation, sharing and use of organizational knowledge and intellectual capital are explained. Cases from practice in various companies and organizations will

be examined and the latest trends in knowledge management presented and analyzed.

- **Mode of delivery (face-to-face, distance learning)**
  Face-to face teaching, case study discussion, demonstrations and lab sessions with e-learning software, group assignments.
- **Prerequisites and co-requisites**
  N.A.
- **Recommended optional programme components**
  Application of digital instructional design to authentic e-learning cases in organisations.
- **Course contents**
  Unit 1 E-Learning
  - Workplace learning, employee performance and the role of technology: concepts, methods and tools
  - E-learning platforms, technologies, and instructional content development tools
  - Methods for digital instructional design
  - Issues of eLearning Implementation and Management

  Unit 2 Knowledge Management
  - New Challenges – New Organizational Forms.
  - Knowledge Management: Definitions of notions, Measuring intellectual capital, Types and forms of knowledge, Knowledge objects, Knowledge and competitiveness, Overview of tools for knowledge management.
  - Knowledge and Innovation.

- **Recommended or required reading**
  - 🕮 Πουλυμενάκου Α. (2013) ‘Ηλεκτρονική Μάθηση’. Πανεπιστημιακές σημειώσεις, Οικ. Παν/μιο Αθηνών
  - 🕮 Soderquist, K.E. & Μπράχος, Δ. (2013), "Η Διαχείριση Γνώσης στους Οργανισμούς: Έννοιες, Πρακτικές και Εργαλεία στην Οικονομία της Γνώσης", Πανεπιστημιακές Σημειώσεις, Οικ. Παν/μιο Αθηνών.

- **Planned learning activities and teaching methods**

Teaching includes lectures and tutorial lessons on case studies, take-home case study preparation, lab sessions on business process modeling software, group assignment and presentation.

- **Assessment methods assessment methods and criteria**
  50% E-Learning: Written exam **or** group project.
  50% Knowledge Management: Written exam **and** group case study.
  Students must achieve >= 5 grade in written exam
  Class participation is also evaluated.
- **Language of instruction**
  Greek
- **Work placement(s)**
  N.A.