KAIVANT MASTERCLASS

Knowledge-Flow Mapping

CATEGORY	COURSE DELIVERY	DURATION
AI Augmentation and Work Redesign	Face-to-face, remote online, or hybrid; public or in-house	2 days (14 training hours)

TARGET AUDIENCE

Knowledge managers, learning and development leads, HR, talent and succession planners, operations leaders with experienced staff close to retirement, and teams planning or running an AI knowledge assistant.

PREREQUISITES

No prior knowledge is needed. Participants bring one area of their organisation to map, such as a department, a region, or the people in one value stream. Completing Kaivant-I (free, about 10 minutes) before the masterclass is recommended.

RELATED MASTERCLASSES

- AI Value Stream Mapping
- AI Process Mining
- Task and Skill Scoring
- Decision Mapping
- Capability Mapping
- Service Blueprinting

Organisation charts show reporting lines. They ignore execution. Work requires collaboration, creating informal networks where teams rely heavily on a few key individuals. Often, neither management nor the experts themselves understand this dependency.

KNOWLEDGE-FLOW MAPPING

Knowledge-flow mapping deploys a targeted survey. It identifies who employees consult for advice or when blocked. The resulting analytics generate a network map of actual operations. You will see central experts, isolated teams, and the connectors bridging groups. We treat this assessment-driven method as a controlled, highly transparent experiment.

Benefits of knowledge-flow mapping:

- Exposes the actual operational network operating beneath formal hierarchies.
- Hidden expert bottlenecks and single points of failure become visible.
- Distinguishing documented information from applied, experiential know-how.
- Facilitates strategic succession planning before senior staff retire.

WHAT CHANGES WITH AI

Artificial intelligence disrupts informal networks. It removes routine inquiries from experts. It also eliminates the peer-to-peer conversations that transfer experience. This masterclass provides the analytics to determine:

- Specific queries suited for an AI assistant trained on internal documentation.
- Complex problem-solving that requires human intervention.
- Mechanisms to sustain the transfer of applied, experiential knowledge.
- Establishing search time baselines and re-mapping post-deployment, ensuring metrics track system performance rather than individual evaluation.

MASTERCLASS DESCRIPTION

The KAIVANT Masterclass: Knowledge-Flow Mapping trains participants to track actual information exchange. You will target AI knowledge assistants efficiently while safeguarding human-to-human learning cycles. Participants construct an ethical network survey and analyse a worked case network. Every step applies directly to your own organisation. You leave with a concrete, assessment-driven knowledge-flow plan.

MASTERCLASS AND LEARNING OBJECTIVES

Following the completion of the masterclass, participants will be able to:

- Differentiate documented information from applied, experiential know-how.
- Constructing a concise network survey featuring clear purpose statements and privacy protocols.
- Analyse knowledge networks to locate central experts, isolated units, and cross-functional connectors.
- Isolate recurring queries suitable for an AI assistant utilizing internal documentation.
- Apply the KAIVANT notation to map side-by-side learning, ensuring continuous knowledge transfer.
- Calculate current information search times to establish an operational baseline.
- Schedule a follow-up assessment six to twelve months post-AI deployment to track structural shifts.
- Enforce the strict rule that network analytics measure system efficiency, never individual performance.

MASTERCLASS APPROACH

Delivery relies on a precise ratio. Expect short briefings (30%), practical application on a worked case and participant data (50%), followed by feedback and structural review (20%). A continuous case study spans both days. You apply every methodology immediately to your own operational area for next-day execution.

Face-to-face environments utilize physical wall maps, cards, and sticky notes. Remote sessions operate via shared digital whiteboards and breakout rooms. Hybrid formats consolidate physical and remote groups onto a single digital board, managed by dedicated facilitators.

MASTERCLASS MATERIAL

Resources include a presentation workbook and a worked case pack featuring a sample knowledge network. You also receive a network survey template complete with a purpose statement. Execution tools cover a knowledge inventory worksheet, learning plan templates, search time calculators, and the official KAIVANT notation guide.

CONCEPTS WE WORK WITH



MASTERCLASS CONTENT

Day 1

Module 1: The hidden organisation

- Comparing formal charts against actual usage networks.
- Identifying hidden experts and operational bottlenecks.
- AI effects: expert relief versus reduced learning interactions.
- Exercise: sketch your own personal knowledge network.

Module 2: Kinds of knowledge

- Information stored in manuals, procedures, and past reports.
- Experiential know-how acquired through side-by-side execution.
- Distinguishing what AI extracts from text versus what requires human context.
- Exercise: build a knowledge inventory for the worked case.

Module 3: The network survey

- Structuring two or three questions to locate advice and blocker resolution.
- Communicating the assessment purpose to staff.
- Enforcing privacy and securing individual response confidentiality.
- Exercise: design a survey and purpose statement for your own area.

Module 4: Reading the map

- Mapping central experts supporting multiple dependencies.
- Isolated personnel; connectors linking disparate groups.
- Pinpointing single points of failure.
- Exercise: read the case network; sketch your own area.

Day 2

Module 5: What AI can answer

- Identifying questions experts field repeatedly.
- Selecting internal documents for AI assistant training.
- Defining boundaries for queries AI should ignore.
- Exercise: sort the case's repeat questions.

Module 6: Protecting learning between people

- Pairing junior staff with experts for complex problem-solving.
- Structuring team rotations and shared execution sessions.
- Applying the KAIVANT notation to mark side-by-side knowledge transfer.
- Exercise: design a learning plan for the case and your own area.

Module 7: Search time and its cost

- Quantifying information retrieval as a hidden operational expense.
- Deploying simple estimation methods for search duration.
- Establishing an assessment-driven baseline prior to AI integration.
- Exercise: estimate search time in the case; plan your own baseline.

Module 8: Re-mapping and safeguards

- Executing a follow-up map six to twelve months post-AI deployment.
- Tracking behavioural shifts: human consultation versus AI reliance.
- The absolute rule: network analytics never evaluate individual performance.
- Presentation of knowledge plans, feedback, and close.

ASSESSMENT AND CERTIFICATE

- Execute a self-assessment against all learning objectives at the beginning of Day 1 and the conclusion of Day 2.
- Trainer review of group exercises throughout every module.
- Evaluating participant outputs, culminating in a final presentation with peer and instructor feedback.

- Submission of the end-of-course evaluation form.
- Full attendance and completed final outputs yield a certificate of attendance.

CONCLUSION

Knowledge-flow mapping visualizes capability transfer. It exposes the precise networks that AI integration will either reinforce or sever. Automating document retrieval frees capacity. Safeguarding human-to-human problem-solving ensures your organization retains critical experience and develops the next generation of technical experts.

This methodology drives distinct outcomes across the organisation:

Professionals: Construct concise network surveys to calculate current information search times and establish an operational baseline. Differentiate documented information from applied, experiential know-how and apply the KAIVANT notation to map side-by-side learning.

Managers: Analyse knowledge networks to locate central experts, isolated units, cross-functional connectors, and single points of failure. Isolate recurring queries suitable for an AI assistant while enforcing the strict rule that network analytics measure system efficiency rather than individual performance.

L&D and HR: Facilitate strategic succession planning before senior staff retire by exposing the actual operational network operating beneath formal hierarchies. Protect human-to-human learning cycles by pairing junior staff with experts for complex problem-solving, ensuring the continuous transfer of applied knowledge.

START WITH A BASELINE

Establish an accurate starting metric. Kaivant-O measures your organisation's AI readiness and identifies the appropriate masterclass sequence. Kaivant-I provides a private, individual assessment. It requires about 10 minutes and is accessible at kaivantscore.com.

NEXT STEPS

The KAIVANT Curriculum

The KAIVANT Foundation and Practitioner programs prepare leaders for holistic change management. The individual masterclasses isolate specific operational components, providing highly actionable methods for immediate workplace application. These are highly recommended when executing live deployments requiring targeted methodologies.

Understanding AI Change (Foundation): Establish the analytical concepts, empirical evidence, and shared operational vocabulary required to manage continuous AI integration.

Leading AI Change (Practitioner): Execute assessment-driven AI change through constraint-based planning, live event management, and stakeholder alignment.

AI Value Stream Mapping: Identify where work waits before AI integration (Concepts 2 and 4).

AI Process Mining: Analyse the actual process using system data (Concept 4).

Task and Skill Scoring: Determine which tasks AI executes, supports, or leaves entirely to humans (Concept 5).

Decision Mapping: Track decision-makers and map authority shifts (Concept 8).

Capability Mapping: Identify where AI builds or erodes organizational capacity (Concepts 1 and 2).

Service Blueprinting: Map AI touchpoints between customers and staff (Concept 5).

Knowledge-Flow Mapping: Track knowledge transfer between humans, both with and without AI (Concept 7).

Training provider

This course operates under strict license by approved training providers. Every trainer undergoes rigorous coaching and licensing to ensure standardized delivery. Participants receive identical content and sit the exact same exam globally.

In-house versions adapt to an organization's specific operational reality. Content and duration are finalized following a detailed intake discussion. Training providers seeking to offer this curriculum may apply for an official license.