## Sample Agenda: 3.5-Day Training Session

**Focus: Introduction to Knowledge Management and In-Depth Review of the Knowledge Management Road Map**

This agenda starts with an introduction to knowledge management (KM), as in the suggested [1-day agenda](https://www.kmtraining.org/resources/one-day-training-agenda), but then expands on that foundational knowledge by covering in detail the five steps of the KM Road Map to teach participants how to apply KM in their health programs.

* Introduction: What is KM? – Approximately **six to eight** hours
* Step 1: Assess Needs – Approximately **two to three** hours
* Step 2: Design Strategy – Approximately **three to four** hours
* Step 3: Create and Iterate – Approximately to **five to seven** hours
* Step 4: Mobilize and Monitor – Approximately **two to three** hours
* Step 5: Evaluate and Evolve – Approximately **one to two** hours

Below is a snapshot of the agenda topics. The hour-by-hour breakdown starts on the following page.

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| **Participant Preparation** | **Day 1** | **Day 2** | **Day 3** | **Day 4** |
| Introduction to Training | Expectation Wall | Expectation Wall | Expectation Wall |
| What is KM | Step 1: Assess Needs | Step 3: Create and Iterate | Step 5: Evaluate and Evolve  Training Wrap-up |
| Lunch | Lunch | Lunch | Lunch |
| What is KM | Step 2: Design Strategy | Step 4: Mobilize and Monitor |  |

# Day 1

**Purpose**

The purpose of the Day 1 sessions is to increase participants’ awareness and understanding of KM concepts, tools, tactics, and products; the value KM brings to global health programs; and the ways in which to apply KM in their work.

**Objectives**

By the end of this step, participants will be able to:

1. Identify key elements of KM including its definition
2. Explain why KM is relevant for global health programming
3. Describe types of KM products and approaches
4. Explain how KM can support their work

**Suggested Agenda**

For the Day-1 training session focusing on an introduction to KM, we suggest using the training resources included in the [Introduction to KM training module](https://www.kmtraining.org/content/introduction-knowledge-management). The core resources from this module are listed in the table on the next page. Keep in mind that there are additional resources included in the KM Training Package that you may want to include in the Day-1 training agenda, such as sample outputs, templates, and supplemental guides that could serve as useful background reading.

(suggested agenda for Day 1 follows on the next page)

| **Introduction to KM** | | | |
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| **Time** | **Session and Description** | **Supporting Resources** | **Approximate  Time Needed** |
| 9:00–10:00 | Introduction  Warm-up: Nicknames | Icebreaker Guide | 10 min |
| Overview of the purpose and objectives | Trainer Guide | 15 min |
| Pre-session evaluation | * Trainer Guide Expectation Wall * Trainer Guide Audience Response System * Question Bank | 35 min |
| 10:00–10:20 | KM and Strengthening Health Systems and Services  or  KM History: Talking About Knowledge Management (until 5:50) | Guide and Video | 20 min |
| 10:20–11:10 | KM – Why, What, and How | Presentation | 50 min |
| 11:10–11:30 | Tea break | | 20 min |
| 11:30–12:15 | Exercise: Understanding Our Own KM Practices | Exercise Guide | 45 min |
| 12:15–12:50 | KM is Systematic: The Road Map & KM Tools and Techniques | Presentation | 35 min |
| 12:50–1:50 | Lunch | | 60 min |
| 1:50–2:25 | KM is Systematic: The Road Map & KM Tools and Techniques | Presentation | 35 min |
| 2:25–3:00 | Example from Indonesia | Presentation | 35 min |
| 3:00–3:20 | Tea break |  | 20 min |
| 3:20–4:10 | Exercise: How Can Systematic KM Help Your Program | Exercise Guide | 50 min |
| 4:10–4:30 | Post-session evaluation | Question Bank | 20 min |
| 4:30–4:45 | Expectation Wall | Trainer Guide Expectation Wall | 15 min |

Day 2

**Purpose**

The purpose of Day 2 is to understand the information needs and gaps of a health program that if addressed could help improve the effectiveness of the program. Participants will understand the purpose of assessing knowledge needs, different methodologies for assessing needs, and how to begin designing a formal needs assessment.

Participants will also begin developing a KM strategy that will meet the knowledge and information needs of a health program. Participants will learn what elements to include in a well-designed strategy, how to develop KM goals and objectives, and which KM approaches and technologies to use. Participants will also begin developing an implementation plan and time frame for their KM strategy.

**Objectives**

By the end of Day 2, participants will be able to:

1. Understand why it is important to assess knowledge needs in their program
2. Explain the purpose and use of common KM assessment methodologies
3. Review the process for implementing a knowledge needs assessment plan for their health program
4. Understand the value of a well-designed KM strategy
5. Describe the key elements that make up a KM strategy
6. Understand the added value of a theoretical foundation for a KM strategy
7. Describe how a KM strategy supports organizational and project activities
8. Explain what makes for good KM goals and objectives
9. Draft a timeline for implementing a KM strategy

**Suggested Agenda**

For the Day-2 training session focusing on the first two steps of the Road Map, we suggest using the training resources included in the [Step 1: Assess Needs training module](https://www.kmtraining.org/content/step-1-assess-needs-0) and the [Step 2: Design Strategy training module](https://www.kmtraining.org/content/step-2-design-strategy-0)<https://www.kmtraining.org/content/introduction-knowledge-management>. The core resources from these modules are listed in the table on the next page. Keep in mind that there are additional resources included in the KM Training Package that you may want to include in the Day-2 training agenda, such as sample outputs, templates, and supplemental guides that could serve as useful background reading.

(suggested agenda for Day 2 follows on the next page)

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| **Step 1: Assess Needs** | | | |
| **Time** | **Session and Description** | **Supporting Resources** | **Approximate  Time Needed** |
| 9:00–9:35 | Pre-session evaluation | * Expectation Board * Audience Response System * Question Bank | 35 min |
| 9:35–9:50 | Introduction to Assessing Needs | Presentation | 15 min |
| 9:50–10:20 | Methodologies for Conducting a Needs Assessment and Disseminating Results | Presentation | 30 min |
| 10:20–10:50 | Exercise: Exploring Questions and Data Collection Methods for Needs Assessments | Exercise Guide | 30 min |
| 10:50–11:10 | Tea Break | | 20 min |

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| **Step 2: Design Strategy** | | | |
| **Time** | **Session and Description** | **Supporting Resources** | **Approximate  Time Needed** |
| 11:10–11:45 | Icebreaker: Imagining the future | Exercise Guide | 35 min |
| 11:45–12:30 | Introduction to KM Strategy | Presentation | 45 min |
| 12:30–1:30 | Lunch | | 60 min |
| 1:30–2:30 | Exercise: What’s in a KM strategy? | Exercise | 60 min |
| 2:30–2:50 | Post-session evaluation | Question Bank | 20 min |
| 2:50–3:05 | Expectation Wall | Trainer Guide Expectation Wall | 15 min |

Day 3

**Purpose**

The purpose of Day 3 is to learn about the roles of different KM team members and the wide range of KM tools and techniques available to meet the knowledge requirements of specific target audiences. They will also learn how they can iteratively design these tools and techniques to meet their audience’s needs.

Participants will also learn how to implement, monitor, and adapt (as necessary) their KM intervention. Participants will increase their awareness and understanding of team dynamics as project implementation unfolds, as well as key activities to undertake during implementation including promotion and dissemination of KM tools and techniques and monitoring of them to ensure a path toward success.

**Objectives**

By the end of Day 3, participants will be able to:

1. Describe the continuum of KM tools and techniques
2. Understand how different types of KM approaches can be applied to health programs
3. Identify the skills and competencies needed to develop a KM team
4. Recall stages in team development
5. Identify several channels or methods that can be used to promote/disseminate KM tools and techniques to the intended audience
6. List three main categories of indicators that can be used to monitor KM tools and techniques

**Suggested Agenda**

For the Day-3 training session focusing on the third and fourth steps of the Road Map, we suggest using the training resources included in the [Step 3: Create and Iterate training module](https://www.kmtraining.org/content/step-3-create-and-iterate-0) and the [Step 4: Mobilize and Monitor training module](https://www.kmtraining.org/content/step-4-mobilize-and-monitor-0)<https://www.kmtraining.org/content/introduction-knowledge-management>. The core resources from these modules are listed in the table on the next page. Keep in mind that there are additional resources included in the KM Training Package that you may want to include in the Day-3 training agenda, such as sample outputs, templates, and supplemental guides that could serve as useful background reading.

(suggested agenda for Day 3 follows on the next page)

| **Step 3: Create and Iterate** | | | |
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| **Time** | **Session and Description** | **Supporting Resources** | **Approximate  Time Needed** |
| 9:00–9:35 | Pre-session evaluation | * Expectation Board * Audience Response System * Question Bank | 35 min |
| 9:35–10:05 | Step 3 (Part 1): Creating Tools and Techniques | Presentation | 30 min |
| 10:05–11:05 | Exercise: Unpacking the Matrix | Exercise Guide | 60 min |
| 11:05–11:25 | Tea Break | | 20 min |
| 11:25–11:55 | Step 3 (Part 2): Iterative Design | Presentation | 30 min |
| 11:55–1:10 | Exercise: Usability Testing Scenario and Tasks | Exercise Guide | 75 min |
| 1:10–2:10 | Lunch | | 60 min |

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| **Step 4: Mobilize and Monitor** | | | |
| **Time** | **Session and Description** | **Supporting Resources** | **Approximate  Time Needed** |
| 2:10–3:00 | Icebreaker: KM Typologies | Exercise Guide | 50 min |
| 3:00–3:30 | Introduction to Mobilizing and Monitoring | Presentation | 30 min |
| 3:30–3:55 | Tea Break | | 20 min |
| 3:55–4:45 | Exercise: Selecting Indicators to Monitor KM Tools and Techniques | Exercise | 50 min |
| 4:45–5:05 | Post-session evaluation | Question Bank | 20 min |
| 5:05–5:25 | Expectation Wall | Trainer Guide Expectation Wall | 15 min |

Day 4 (1/2-day)

**Purpose**

The purpose of Day 4 is to increase awareness and understanding of evaluation concepts, including different outcome levels that you can focus your evaluation on, evaluation designs, and techniques to synthesize the evaluation data. It also covers the critical tasks of what to do when you’ve completed the evaluation: sharing the findings and promoting use of those findings in practice.

**Objectives**

By the end of Day 4, participants will be able to:

1. Describe the difference between monitoring and evaluation
2. Describe three levels of outcomes in KM interventions
3. Explain key elements of strong evaluation designs
4. Understand best practices for using tables and figures to synthesize evaluation data
5. List a range of formats that can be used to share evaluation findings with stakeholders
6. Identify strategies for promoting the use of evaluation findings in policy and practice

**Suggested Agenda**

For the Day-4 training session focusing on the final step of the Road Map, we suggest using the training resources included in the [Step 5: Evaluate and Evolve training module](https://www.kmtraining.org/content/step-5-evaluate-and-evolve-0). The core resources from this module are listed in the table on the next page. Keep in mind that there are additional resources included in the KM Training Package that you may want to include in the Day-4 training agenda, such as sample outputs, templates, and supplemental guides that could serve as useful background reading.

(suggested agenda for Day 4 follows on the next page)

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| **Step 5: Evaluate and Evolve** | | | |
| **Time** | **Session and Description** | **Supporting Resources** | **Approximate**  **Time Needed** |
| 9:00–9:20 | Introduction to Evaluation for KM | Presentation | 20 min |
| 9:20–10:00 | Exercise: Synthesizing Quantitative Results | Exercise Guide | 40 min |
| 10:00–10:10 | Tea Break | | 10 min |

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| **Training Wrap-Up** | | | |
| **Time** | **Session and Description** | **Supporting Resources** | **Approximate**  **Time Needed** |
| 10:10–10:20 | Summary | Expectation Wall Guide | 20 min |
| 10:20–10:40 | Evaluation | Training Evaluation | 20 min |
| 10:40–11:00 | Review of Next Steps | TBD based on Trainer needs | 20 min |
| 11:00–12:00 | Lunch | | 60 min |