## Sample Agenda: 5-Day Training Session

**Focus: Introduction to Knowledge Management, In-Depth Review of the Knowledge Management Road Map, and Exploration of Four KM Approaches**

This agenda builds on the suggested 3.5-day agenda: It starts with an introduction to knowledge management (KM) and covers in detail the five steps of the KM Road Map to teach participants how to apply KM in their health programs. The additional element included in the 5-day agenda is an exploration of four specific KM tools and techniques that a health program can use to share and organize the knowledge produced by the program. The four KM tools and technique included in this sample agenda are:

* Share Fairs (classified as a “Telling” approach in KM)
* Communities of Practice (classified as an “Asking: approach in KM)
* eLearning (classified as a “Publishing” approach in KM)
* Organizing Content (classified as a “Searching” approach in KM)

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

| **Participant Preparation** | **Day 1** | **Day 2** | **Day 3** | **Day 4** | **Day 5** |
| --- | --- | --- | --- | --- | --- |
| Introduction to Training | Expectation Wall | Expectation Wall | Expectation Wall | Expectation Wall |
| What is KM? | Step 1: Assess Needs | Step 3: Create and Iterate | Step 3: Create and Iterate – Asking Example: Communities of Practice | Step 3: Create and Iterate – Searching Example: Organizing Content |
| Lunch | Lunch | Lunch | Lunch | Lunch |
| What is KM? | Step 2: Design Strategy | Step 3: Create and Iterate – Telling Example: Share Fair | Step 3: Create and Iterate – Publishing Example: eLearning | Step 4: Mobilize and Monitor |
| Step 5: Evaluate and Evolve |

# 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 a Needs Assessment | 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. Finally, participants will learning about a telling approach in KM, share fairs.

**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. Explain what a Share Fair is
5. Recall key activities that should take place for a successful share fair
6. Access tools and resources to help develop a successful share fair
7. Understand the importance of evaluating a share fair and innovative options for doing so

**Suggested Agenda**

For the Day-3 training session focusing on the third step of the Road Map as well as the Share Fair KM approach, 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 [Share Fairs KM Approaches training module](https://www.kmtraining.org/content/telling-share-fairs). 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 3: Create & Iterate – Telling Example: Share Fair** | | | | |
| **Time** | | **Session and Description** | **Supporting Resources** | **Approximate**  **Time Needed** |
| 2:10–2:40 | | Introduction: Share Fair | Presentation | 30 min |
| 2:40–3:25 | | Exercise: Planning a Share Fair | Exercise Guide | 45 min |
| 3:25–3:50 | | Tea Break | | 20 min |
| 3:50–4:10 | Post-session evaluation | Question Bank | 20 min |
| 4:10–4:25 | Expectation Wall | Trainer Guide Expectation Wall | 15 min |

Day 4

**Purpose**

The purpose of Day 4 is to learn about two additional KM approaches, communities of practice (Asking approach) and eLearning (Publishing approach).

**Objectives:**

1. Recall instructional design approach and examples for effectively writing eLearning content
2. List key components of an eLearning course
3. Recall how to draft a purpose statements, high-level learning objectives, and a eLearning course outline
4. List key roles, responsibilities of an eLearning team
5. Recall important aspects in developing an eLearning course timeline
6. Understand what a community of practice is and how it can be used to facilitate knowledge exchange
7. Understand how to make your community of practice a success, what different platforms and techniques can be used, and how to choose what’s best for your audience
8. Become familiar with some of our lessons learned and challenges by discussing a few examples of active communities of practice.

**Suggested Agenda**

For the Day-4 training session focusing on two specific types of KM tools and techniques, we suggest using the training resources included in the [Communities of Practice KM Approaches training module](https://www.kmtraining.org/content/communities-practice) and the [eLearning KM Approaches training module](https://www.kmtraining.org/content/publishing-elearning). 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-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 3: Create & Iterate – Asking Example: Communities of Practice** | | | |
| **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 |
| 9:35–10:45 | Introduction: Communities of Practice | Presentation | 70 min |
| 10:45–11:05 | Tea Break |  | 20 min |
| 11:05–12:05 | Exercise: Developing a Community of Practice | Exercise Guide | 60 min |
| 12:05–1:05 | Lunch | | 60 min |

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| **Step 3: Create & Iterate – Publishing Example: eLearning** | | | | |
| **Time** | | **Session and Description** | **Supporting Resources** | **Approximate**  **Time Needed** |
| 1:05–2:15 | | Introduction: eLearning | Presentation | 70 min |
| 2:45–3:30 | | Exercise: Drafting Learning Objectives | Exercise Guide | 45 min |
| 3:30–3:50 | | Tea Break | | 20 min |
| 3:50–4:10 | Post-session evaluation | Question Bank | 20 min |
| 4:10–4:25 | Expectation Wall | | 15 min |

Day 5

**Purpose**

The purpose of Day 5 is to learn tools and techniques for organizing content. In addition, 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. Finally, participants will gain an increased awareness and understanding of evaluation concepts, including different outcome levels that they can focus their evaluation on, evaluation designs, and techniques to synthesize the evaluation data.

**Objectives**

By the end of Day 5, participants will be able to:

1. Define information architecture and explain how it is used to organize web content
2. List the seven steps for organizing web content
3. Understand how card sorting an help organize web content
4. Recall the process for using two card sorting tools, affinity diagrams and mind mapping
5. Identify the skills and competencies needed to develop a KM team
6. Recall stages in team development
7. Identify several channels or methods that can be used to promote/disseminate KM tools and techniques to the intended audience
8. List three main categories of indicators that can be used to monitor KM tools and techniques
9. Describe the difference between monitoring and evaluation
10. Describe three levels of outcomes in KM interventions
11. Explain key elements of strong evaluation designs
12. Understand best practices for using tables and figures to synthesize evaluation data
13. List a range of formats that can be used to share evaluation findings with stakeholders
14. Identify strategies for promoting the use of results in policy and practice

**Suggested Agenda**

For the Day-5 training session focusing on how to organize content as well as on the final two steps of the KM Road Map, we suggest using the training resources included in the [Organizing Content KM Approaches training module](https://www.kmtraining.org/content/searching-organizing-information), the [Step 4: Mobilize and Monitor training module](https://www.kmtraining.org/content/step-4-mobilize-and-monitor-0), and the [Step 5: Evaluate and Evolve training module](https://www.kmtraining.org/content/step-5-evaluate-and-evolve-0). The core resources from these modules are listed in the table below. Keep in mind that there are additional resources included in the KM Training Package that you may want to include in the Day-5 training agenda, such as sample outputs, templates, and supplemental guides that could serve as useful background reading.

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| **Step 3 Create and Iterate – Searching Example: Organizing Content** | | | |
| **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 |
| 9:35–10:45 | Introduction: Organizing Content | Presentation | 70 min |
| 10:45–11:05 | Tea Break | | 20 min |
| 11:05–12:05 | Exercise: Card Sort for Organizing Resources | Exercise Guide | 60 min |
| 12:05–1:05 | Lunch | | 60 min |

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| **Step 4: Mobilize and Monitor** | | | |
| **Time** | **Session and Description** | **Supporting Resources** | **Approximate  Time Needed** |
| 1:05–1:55 | Icebreaker: KM Typologies | Exercise Guide | 50 min |
| 1:55–2:25 | Introduction to Mobilizing and Monitoring | Presentation | 30 min |
| 2:25–3:15 | Exercise: Selecting Indicators to Monitor KM Tools and Techniques | Exercise | 50 min |
| 3:15–3:35 | Tea Break | | 20 min |

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| **Step 5: Evaluate and Evolve** | | | |
| **Time** | **Session and Description** | **Supporting Resources** | **Approximate**  **Time Needed** |
| 3:35–3:55 | Introduction to Evaluation for KM | Presentation | 20 min |
| 3:55–4:45 | Exercise: Synthesizing Quantitative Results | Exercise Guide | 40 min |

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| **Training Wrap-Up** | | | |
| **Time** | **Session and Description** | **Supporting Resources** | **Approximate**  **Time Needed** |
| 4:45–5:05 | Summary | Expectation Wall Guide | 10 min |
| 5:05–5:20 | Evaluation | Training Evaluation | 10 min |
| 5:20–5:30 | Review of Next Steps | TBD based on Trainer needs | 10 min |