**Trainer Guide**

**Step 4: Mobilize and Monitor**

**Purpose**

The purpose of this step in the Knowledge Management Road Map is to provide an overview of how to implement, monitor, and adapt (as necessary) your knowledge management (KM) intervention among the identified audience and within the targeted setting. 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 your KM tools and techniques and monitoring of them to ensure you are on the path toward success.

**Time**

Total time needed is approximately ***two to three hours***, depending on Trainer needs.

**Objectives**

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

1. Recall stages in team development
2. Identify several channels or methods that can be used to promote/disseminate your KM tools and techniques to your intended audience
3. List three main categories of indicators that can be used to monitor KM tools and techniques

**Detailed Learning Objectives**

**Detailed learning objectives** are always measurable—for example, **three** characteristics of effective KM approaches, **four** advantages of developing a strategy—in order to capture learner outcomes. Trainers should develop detailed learning objectives based on the trainees’ needs.

These can also be written down on flip chart paper and hung in a space where all trainees can see them.

**Prepare for the Session**

**Design your session**  
Browse through the components of the Step 4 module and select those that are most appropriate for your audience. The exact length of time needed for this module will depend on many factors, including the level of depth you want to provide to the participants, background knowledge of participants, and specific learning objectives. A sample agenda for this session is provided below.

**Build an agenda**

Using the key list of resources below, build an agenda to accommodate the available time. Keep in mind that there are additional resources related to Step 4 in this module of the KM Training Package, such as examples and templates that one could use to facilitate implementation of this step (i.e., sample promotion plan and template, sample indicator tracking sheet and template) and supplemental guides that could serve as useful background reading.

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| **Agenda** | | | |
| **Time** | **Session and Description** | **Supporting Resources** | **Approximate  Time Needed** |
| 12:05–1:05 | Lunch | | 60 min |
| 1:05–2:00 | Icebreaker: KM Typologies | Icebreaker Guide | 55 min |
| 2:00–2:40 | Presentation: Step 4: Mobilize and Monitor Your KM Intervention | Presentation Slides | 40 min |
| 2:40–3:40 | Exercise: Selecting Indicators to Monitor KM Tools and Techniques | Exercise Guide | 60 min |
| 3:40–4:00 | Tea Break | | 20 min |

**Finalize and print the agenda**

Determine session start time and insert breaks and energizers as needed. Double check that you have set aside enough time for each activity (including time needed to switch from one activity to another). Print agenda for each participant.