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| **Introduction to KM** |
| **Time** | **Session and Description** | **Supporting Resources** | **Approximate Time Needed** |
| 9:00–10:00 | IntroductionWarm-up: Nicknames | Icebreaker Guide | 10 min |
| Overview of the purpose and objectives  |  | 15 min |
| Pre-session evaluation  | * Trainer Guide Expectation Wall
* Trainer Guide Audience Response System
* Question Bank
 | 35 min |
| 10:00–10:20 | Videos: KM and Strengthening Health Systems and Services orKM History: Talking About Knowledge Management (until 5:50) | Guide and Video  | 20 min |
| 10:20–11:10 | KM: Why, What, and How | Slides | 50 min |
| 11:10–11:30 | Tea/coffee 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 and KM Products/Approaches (Part I) | Slides | 35 min |
| 12:50–1:50 | Lunch | 60 min |
| 1:50–2:25 | KM is Systematic: The Road Map and KM Products/Approaches (Part II) | Slides | 35 min |
| 2:25–3:00 | Example from Indonesia | Slides | 35 min |
| 3:00–3:20 | Tea/coffee 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 | Expectation Wall | 15 min |

**Knowledge Management Road Map**

**Introduction to Knowledge Management**

**Sample Agenda**