## Knowledge Management Training Package Pre/Post Question Bank

## This is a list of possible questions to include at the beginning and end of the training. The answer(s) highlighted in yellow are correct.

Contents

[Introduction: What is KM? 2](#_Toc481498623)

[Step 1: Assess Needs 4](#_Toc481498624)

[Step 2: Design Strategy 5](#_Toc481498625)

[Step 3: Create and Iterate 7](#_Toc481498626)

[Step 4: Mobilize and Monitor 9](#_Toc481498627)

[Step 5: Evaluate and Evolve 9](#_Toc481498628)

## Introduction: What is Knowledge Management?

1. Which statement best describes knowledge management (KM)?
* A vague intellectual exercise that does not apply to everyone
* The art of building websites and databases
* A technology solution to an organizational problem
* Something that some staff does – mainly those IT people or librarians – that is not applicable to my work
* A systematic process that utilizes tools and resources to build capacity to reach a certain outcome
1. Describe one difference between data, information, and knowledge? (fill in the blank)
* Data are the raw or unorganized building blocks of information often presented as numbers, words or symbols.
* Data are converted into information by interpreting and presenting them in a structured and meaningful way relevant to a specific purpose.
* Knowledge is ultimately derived from data and information drawing on experience
1. \_\_\_\_\_\_\_\_\_\_\_ create and share knowledge. \_\_\_\_\_\_\_\_\_\_\_ guide KM activities, \_\_\_\_\_\_\_\_\_\_provides mechanisms that facilitate knowledge exchange.
* People, Processes, Technology
* Technology, Processes, People
* Processes, People, Technology
1. Technology can be an effective solution to KM challenges and does not require people for success.
* True
* False

*Explanation: People are the foundation of all KM interventions. Without people managing it, a technology solution will fall into disuse.*

1. The four categories in the KM Tools and Techniques Matrix do NOT include:
* Publishing
* Communication
* Asking
* Telling
* Searching
1. Which is NOT true about the use of KM in global health?
* Reduces time spent looking for quality resources
* Reduces need for internal and external knowledge networks
* Reduces costs by preventing the “reinvention of the wheel”
* Highlights and reinforces best practices
* Supports knowledge adaptation and translation
1. Match each of the four categories of the KM Tools and Techniques Matrix (on the left) with an example (on the right).

|  |  |
| --- | --- |
| Searching (a) | Webinars (c) |
| Publishing (b) | Taxonomies (a) |
| Telling (c) | After-action reviews (d) |
| Asking (d) | eLearning (b) |

1. Outputs from Step 3 (Create and Iterate) of the KM Road Map include:
* Strategy, work plan, and monitoring and evaluation (M&E) plan
* KM tools and techniques tailored to specific needs
* Discussion of next steps
* Plan for adaptation
1. How does KM support global health and development?
* Extends reach of evidence-based information and guidance
* Promotes learning and collaboration
* Improves performance of health practitioners
* Builds capacities to seek and share health information and knowledge among health practitioners
* All of the above

## Step 1: Assess Needs

1. An information needs assessment is a technique for \_\_\_\_\_\_\_\_\_\_ (select all that apply):
* Evaluating the current capacity of KM and exchange systems
* Determining if your intervention is working or not
* Determining the current preferences and information-seeking behavior of your primary user group or audience
* Selecting the KM guidelines to adopt
1. Before collecting new data, you should do all options below EXCEPT:
* Decide how to collect and analyze data
* Decide which assessment methodology to use
* Accept that the data and information you need does not already exist
* Identify the purpose and objectives of the assessment
1. Name one reason for conducting a needs assessment (fill in the blank):
* To understand the users/audiences you are addressing in your work
* To plan evidence-based and needs-driven programs and policies
* To address knowledge gaps and improve knowledge exchange systems
1. The strengths of Net-Map include \_\_\_\_\_\_\_\_\_ (select all that apply):
* Low-tech and low-cost
* Protecting the anonymity of participants
* Good way to understand flow of information: bottlenecks and opportunities
* Researchers gain information they may not have gotten through an interview
1. What is a common limitation of different needs assessment methodologies, including focus group discussions, in-depth interviews, and Net-Map?
* Requires training to administer or facilitate
* Requires software to collect
* May cause participants to be uncomfortable
* All of the above
1. The question you want answers to will help you determine the data collection method to choose.
* True
* False

*Explanation: Each needs assessment methodology is best suited to answer different types of questions.*

## Step 2: Design Strategy

1. Which step in the KM Road Map helps you develop the blueprint for your KM intervention?
* Assess needs
* Design strategy
* Create and iterate
* Mobilize and monitor
* Evaluate and evolve
1. The KM strategy should be (select all that apply):
* Developed by senior staff members only
* Based on the findings that emerged from the needs assessment
* Developed before starting a KM intervention and never changed thereafter
* Grounded in a relevant theoretical framework
1. A KM strategy CANNOT be developed without an in-depth needs assessment.
* True
* False

*Explanation: If time, staff capacity, or financial resources are limited, an environmental scan can be used as the basis for a KM strategy.*

1. In the ideational theoretical framework, the likelihood of adopting a new behavior is higher when someone (select all that apply):
* Has gained sufficient knowledge and skills about it
* Has developed a positive attitude toward it
* Thinks others support and practice it
* Has talked to others about it
* Feels good about doing it
1. It is LIKELY that your KM strategy will be impacted by work guided by other strategic approaches.
* True
* False

*Explanation: There are many other strategic approaches such as behavior change communication that may impact how KM is implemented*

1. At the time of development, your KM strategy should be accompanied by which supporting documents?
* Staffing plan and succession guidance
* An implementation timeline and monitoring and evaluation plan
* Standard operating procedures and donor reporting scheme
* Frequently asked questions list and help desk framework

## Step 3: Create and Iterate

1. A team with varied skills and competencies may be needed for KM work because each KM tool or technique has its own specific workflows and needs
* True
* False

*Explanation: Each KM tool or technique is unique and requires distinct capacities to implement*

1. Match each KM role with its key responsibility.

|  |  |
| --- | --- |
| Subject matter experts (a) | Develop and support digital platforms (c) |
| Librarians (b) | Planning agendas, arranging logistics, and engaging participants in active discussion (d) |
| IT staff (c) | Ensure the accuracy of content developed (a) |
| Facilitators (d) | Assist with conducting literature reviews and organizing and structuring information (b) |

1. To implement a KM initiative, you must use all four KM Approaches (Ask, Tell, Publish, Search).
* True
* False

*Explanation: KM initiatives should only employ approaches that respond to a project’s or organization’s needs*

1. Name two KM tools and techniques used to facilitate **searching** for information (fill in the blank):
* Resource centers
* Taxonomies
* Simple/advanced search
* Facets/filters

1. KM facilitation techniques that emphasize the importance of people and encourage them to share their experiential knowledge for the purposes of peer-to-peer learning are most closely aligned with which part of the KM Tools and Techniques Matrix?
* Searching
* Publishing
* Asking
* Telling
1. Iterative design means \_\_\_\_\_\_\_\_\_\_\_\_\_ (fill in the blank):
* Steady refinement of the design based on user testing and feedback
1. The key advantage of iterative design is the ease and cost-efficiencies associated with making substantive changes.
* True
* False
1. Which questions can usability testing answer? (select all that apply):
* What makes sense for the user?
* Does the user know where to go to find information?
* What changes are affordable?
* What is difficult for the user?
1. Which factors contribute to a successful community of practice? (select all that apply):
* Sense of shared ownership
* A shared profession
* Dedicated leadership
* Interest in creating efficiencies
1. Share fairs are different from typical conferences because\_\_\_\_\_\_\_ (select all that apply):
* The focus is on experiences and knowledge in people’s heads (tacit knowledge) rather than research results or formal findings.
* Abstracts showing research methods are highlighted
* The delivery method of presentations is more varied and creative.
* Communication among participants is less formal and focuses on two-way dialogue.
1. Which two levels of cognitive skills should eLearners be assessed for?
* Evaluation and comprehension
* Knowledge and application
* Comprehension and knowledge
* Evaluation and synthesis
1. Information architecture is important because it \_\_\_\_\_\_\_ (fill in the blank):
* Organizes knowledge and information, as well as work and resources
* Helps establish common ground, providing consistent ways of organizing information
* Helps with search and retrieval
* Allows information architects to build navigation within websites

## Step 4: Mobilize and Monitor

1. Routine meetings with implementation team members can help \_\_\_\_\_ (select all that apply):
* Update one another on progress
* Coordinate with outside stakeholders
* Address any issues that are affecting implementation
* All of the above
1. Match each dissemination activity with its purpose(s):

|  |  |
| --- | --- |
| Raise awareness (a) | Encourage participation and collaboration; get input/feedback from your intended audience (c) |
| Inform (b) | ‘Sell’ your outputs and results (d) |
| Engage (c) | Let others know what you are doing (a) |
| Promote (d) | Educate and establish trust with your intended audience (b)  |

1. Choosing indicators for monitoring should be done after implementation has started.
* True
* False

*Explanation: A monitoring and evaluation plan should be developed at Step 2 (Design Strategy), before implementing any intervention activities.*

1. What typically goes into an M&E plan (select all that apply)?
* How activities will be monitored
* How often activities will be monitored
* Indicators to measure progress
* Data sources
* Overall budget for the intervention
1. In its simplest form, a logic model includes a graphic representation that shows the relationship between inputs, outputs, and outcomes.
* True
* False
1. Only monitoring data should be used to inform adaptations to an intervention.
* True
* False

*Explanation: Just as all forms of knowledge—tacit and explicit, experiential and evidence-based—should be used to develop strategies, projects, and activities, all forms of knowledge should be used to adapt projects and activities, including but not limited to monitoring data, evaluation findings, implementation lessons, and observations.*

## Step 5: Evaluate and Evolve

1. How do monitoring and evaluation (M&E) and learning complement each other? (fill in the blank):
* When KM programs frequently monitor their inputs, processes, and outputs, they can quantify and describe what the program has done, who has been reached, and who has applied knowledge.
* Information from monitoring helps KM programs to identify strengths and weaknesses and make mid-term adjustments in program design and implementation.
* Evaluation seeks to explain why an intended or expected change did or did not occur and identify both the contributors to progress and challenges and obstacles to change.
* The three activities facilitate learning by program implementers before (needs assessment), during (monitoring), and after project implementation (evaluation).

1. Monitoring focuses on tracking **outputs** of an intervention while evaluation focuses on the **outcomes** of the intervention.
* True
* False
1. Which are examples of KM indicators that measure **outcomes**?
* Number/percentage of intended audience who report that a KM output reinforced or validated existing knowledge
* Number/percentage of intended audience who report that information/knowledge from a KM output changed their views, opinions, or beliefs
* Number/percentage of intended audience who intend to use information and knowledge gained from a KM output
* All of the above
1. Strong evaluation designs (select all that apply):
* Take before and after measures
* Have an intervention and comparison group
* Use sophisticated statistical techniques
* Are too difficult to use for evaluating KM interventions

*Explanation: Strong evaluation designs take before and after measures to see what changes over the duration of the intervention, and they have intervention and comparison groups to assess what would have happened in the absence of the KM intervention*.

1. What is the most efficient way to convey a large amount of data?
* Line graphs
* Bar charts
* Tables
* Written text
1. Once you have completed your evaluation, your project is completed
* True
* False

*Explanation: It is important to disseminate your findings after assessing outcomes.*