## Introduction to Videos on Knowledge Management

**Introduction**

We have included two videos that you can use in the training session to provide participants an overview of what KM is and how it can be used to improve health programs, and ultimately help improve and save people’s lives. Feel free to use one or both of these videos in your training workshop.

**Video #1: Knowledge Management: Strengthening Health Services, Saving Lives: A K4Health Animation**

This video was developed by the Knowledge Management for Health project in 2015 to describe how knowledge management can help improve health outcomes and to illustrate that many health professionals already use knowledge management in their work, even if they don’t necessarily recognize it as such.

Link to video: <https://youtu.be/8vSJyDl874U>

***Questions for the Participants to Consider***

Throughout this training, please consider the questions below. Do not answer them now; just keep them on your mind. We will return to these questions at different steps in the process.

* How is a checklist a “groundbreaking innovation?”
* How did you learn how to ride a bike? Did you learn through a manual (explicit knowledge) or by getting tips, watching others, and trying it yourself (tacit knowledge)?
* Which of the explanations of why you should use knowledge management most resonated with you and why?
	+ Leads to a more capable workforce
	+ Strengthens health systems
	+ Enhances quality of care
	+ Improves health outcomes

**Video #2: Courageous Conversation: We really need to talk about knowledge management**

This is a video about the history of knowledge management meant to provoke discussion about the state of knowledge management as it relates to projects. It was produced from ideas expressed at an event in the UK held by the Association for Project Management (APM) in December 2013.

Link to video: <https://www.apm.org.uk/news/we-really-need-to-talk-about-knowledge-management/>

(Note that this video is 11 minutes, 31 seconds long. If you don’t have time to show the entire video, you can show the most relevant parts of the video by starting at the beginning and ending at minute 5:50.)

***Questions for the Participants to Consider***

Present two of the questions below and ask for two attendees to give their initial reactions in two minutes or less.

* What do you think of the video?
* Can you capture knowledge completely? Why or why not?
* What are things that cannot be “readily articulated, captured and shared?”
* Is there a way to share knowledge in both networks and hierarchies at the same time?