**Trainer Guide**

**Introduction: What is Knowledge Management?**

**Purpose**

The purpose of this step is to provide an overview of knowledge management (KM), including definition and key elements. Participants will increase their 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 to their work.

**Intended Audience**

Program managers, health-care workers, and other health and development practitioners who need tools to train others on KM, or want to begin to implement KM within their family planning programs.

**Time**

Total time needed is approximately ***four to six hours***, depending on Trainer needs.

**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

The Trainer should write these objectives on flipchart paper and hang in space where all participants can see it.

**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.

The Trainer should develop detailed learning objectives based on the trainees’ needs.

For example, a project focused on improving knowledge sharing between different types of family planning providers might have a detailed learning objective of “describe two types of KM products or approaches that would facilitate knowledge sharing between physicians and nurses.”

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

**Prepare for the Session**

**Design your session**  
Browse through the components of this step and select those that are most appropriate for your audience. The exact length of time needed for this step 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 list of resources below, build an agenda to accommodate the available time. Keep in mind that there are additional resources related to this step 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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| **Introduction to KM** | | | |
| **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 | Videos: 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 and KM Products/Approaches | Presentation | 35 min |
| 12:50–1:50 | Lunch | | 60 min |
| 1:50–2:25 | KM is Systematic: The Road Map and KM Products/Approaches | 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 |

**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.