**Trainer Guide**

**Step 3: Create and Iterate**

**Purpose**

The purpose of this step is to learn about the wide range of knowledge management (KM) tools and techniques available to meet the knowledge requirements of specific target audiences. Participants will begin forming a KM team and understanding how different types of KM tools and techniques can be applied to health programs.

**Time**

Total time needed is approximately ***five to seven hours***, depending on Trainer needs.

**Objectives**

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

1. Describe the continuum of KM tools and techniques
2. Understand how different types of KM approaches can be applied to family planning programs
3. Identify the skills and competencies needed to develop a KM team

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 tools or techniques 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 Step 3 in this module of the KM Training Package, such as samples and templates that one could use to facilitate implementation of this step (i.e., sample skills matrix, sample usability testing notetakers guide) and supplemental guides that could serve as useful background reading.

| **Step 3: Create and Iterate** | | | |
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| **Time** | **Session and Description** | **Supporting Resources** | **Approximate  Time Needed** |
| 9:00–9:35 | Pre-session evaluation | * Expectation Board * Audience Response System * Question Bank | 35 min |
| 9:35–10:05 | Step 3: Creating Tools and Techniques | Presentation | 30 min |
| 10:05–11:05 | Exercise: Unpacking the KM Tools and Techniques Matrix | Exercise Guide | 60 min |
| 11:05–11:25 | Tea Break | | 20 min |
| 11:25–11:55 | Step 3: Iterative Design | Presentation | 30 min |
| 11:55–1:10 | Exercise: Developing Usability Testing Scenario and Tasks | Exercise Guide | 75 min |
| 1:10–2:10 | Lunch | | 60 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.