Organizational Knowledge Sharing Certificate Program 1

OKS Strategy

April 24-28, 2017

Design Document & Learning Elements

Methodology

This workshop integrates the first elements of a suite of technical assistance offerings to address capacity gaps, namely the knowledge sharing capacity assessment, visioning and planning and leadership and policy.

The learning objectives are:
1. Understand the key principles and approaches of the overall OKS methodology
2. Understand the facilitation process involved in capacity assessment, visioning and planning, and leadership and policy

- Participants will be provided with a packet of background materials including:
  - A brochure: Why Organizational Sharing?
  - A book: Becoming a Knowledge Sharing Organization
  - A workbook with the basic elements of the workshop

- Participants will work in small groups to support dialogue and reflection during the course of the workshop.

- **Debriefing sessions** will be held regularly throughout the course of the week to provide an opportunity for active reflection on the workshop, progression and facilitation process. Debriefing sessions will include:
  - A participatory recap of the sessions/day including key takeaways on content, process and facilitation

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- o Review and reflections on the overall progression of the workshop including aspects of client engagement, strengths and weaknesses of facilitation, etc.
- o An overview of the next day and relevant learning objectives

- **A Survey** will be conducted at the end of the workshop to capture achievement towards the learning objectives. Survey questions will be designed to solicit feedback on the workshops' content and process as well as facilitation style and methodology.

- As a final project to demonstrate their learning, participants will **develop a plan** to incorporate the OKS process and tools in their respective organizations. These will be presented on the last day of the workshop.

We are providing below the main learning elements for workshop 1. The structure is based on the Knowledge Sharing Capacity Development Framework:
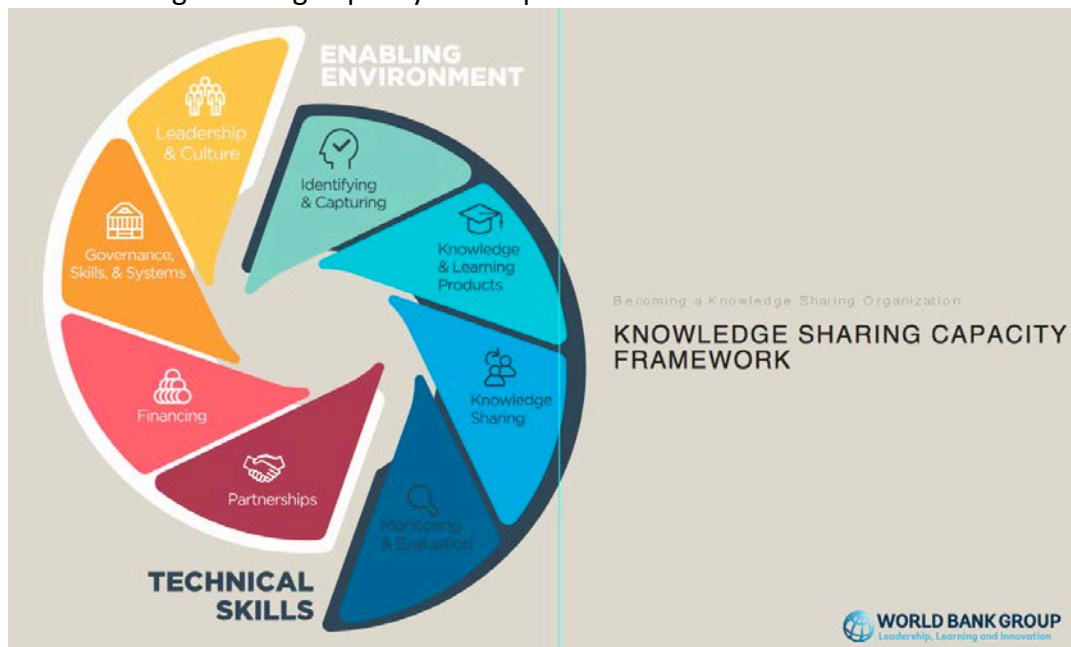
WORSHOP 1 - OKS STRATEGY CERTIFICATE

MODULES

1. **Capacity Mapping (day 1)**
   1.1 Enabling environment
   1.2 Technical Skills

2. **Visioning: Your Institution as a Knowledge Sharing Organization (day 2)**
   2.1 Creating the vision
   2.2 Developing the roadmap

3. **Strategy I (day 3)**
   3.1 The strategy document: Vision, purpose, objectives
   3.2 Principles
   3.3 Stakeholders
   3.4 Knowledge sharing for a more effective organization
   - Pillar 1: Developing a Knowledge Sharing and Learning Culture
   - Pillar 2: Towards a Knowledge Sharing Governance: Defining Roles and Responsibilities
   - Pillar 3: Financing for Effective KS
   - Pillar 4: Partnerships for Knowledge Sharing

4. **Strategy II (day 4)**
   4.1 Skill building and Competencies for Knowledge Sharing
   - Pillar 5: Embedding Systematic Knowledge Capturing in Day-to-Day Operations
   - Pillar 6: Packaging for Learning
   - Pillar 7: Embedding Systematic Knowledge Sharing in Day-to-Day Operations
   - Pillar 8: Monitoring & Evaluation (M&E)

5. **Planning and Managing the Change Process (day 5)**

Organizational Knowledge Sharing
Certificate Program 2

OKS Technical Certificate

June 5 to 9, 2017

Design Document & Agenda

Methodology

This workshop integrates the next elements of a suite of technical assistance offerings to address capacity gaps, namely a module on the how-to of knowledge capturing; a framework and process to design knowledge sharing programs and activities; and some fundamentals on learning design.

The learning objectives are:
1. Understand and apply the key techniques in organizational knowledge sharing
2. Understand the facilitation process for the three elements of the methodology (i.e. knowledge capture, knowledge sharing and learning design)

- Participants will be provided with a packet of background materials including:
    - A brochure: Why Organizational Sharing?
    - A book: The Art of Knowledge Exchange
    - A workbook with the basic information of the workshop

- **Debriefing sessions** will be held regularly throughout the course of the week will provide an opportunity for active reflection on the workshop progression and facilitation process. Debriefing sessions will include:
    - A participatory recap of the sessions/day including key takeaways on content, process and facilitation
    - Review and reflections on the overall progression of the workshop including aspects of client engagement, strengths and weaknesses of facilitation, etc.
    - An overview of the next day and relevant learning objectives

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- **A Survey** will be conducted at the end of the workshop to capture achievement towards the learning objectives. Survey questions will be designed to solicit feedback on the workshops' content and process as well as facilitation style and methodology.

- As a final project to demonstrate their learning, participants will **develop a knowledge asset and a knowledge sharing activity** that incorporates the OKS process and tools. These will be presented on the last day of the workshop.

WORSHOP II: OKS TECHNICAL CERTIFICATE MODULES

1. **Identifying and Capturing Knowledge (Day 1)**
   1.1 **Identification of Relevant Operational Experiences and Knowledge Gaps within the Organization**
   1.2 **Techniques for Knowledge Capturing and Documentation**

2. **Capturing Operational Experiences and Lessons Learnt (Day 2)**
   2.1 **Introduction into Production of Knowledge Assets**
   2.2 **Quality Control and Validation Methods**

3. **Designing Knowledge Sharing Programs and Activities (Day 3)**
   3.1 **Anchoring and Defining a Knowledge Exchange**
   3.2 **Designing and Developing a Knowledge Exchange**
   3.3 **Agenda Design**
   3.4 **Implementing the Knowledge Exchange & Measuring and Reporting Results**

4. **Introduction to Learning Design (Day 4)**
   4.1 **Foundations of Learning Design**
   4.2 **The Learning Design Cycle**
   4.3 **Meeting Learner's Needs: Constraints and Strategies to Address them**
   4.4 **Developing Learning Objectives**
   4.5 **Introduction to Designing Impactful Presentations**
   4.6 **An Overview to Selecting Learning Methods**

5. **Delivering a Knowledge Sharing Activity**
   5.1 **Group project: Designing a Learning Activity**
   5.2 **Delivery and Facilitation Considerations**
   5.3 **Group Presentations and Feedback**

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