

## APPLICATION OF KNOWLEDGE MANAGEMENT TO TRAINING AND TRAINING EVENTS IN THE HEALTH SECTOR

### The Best Practices in Germany Best Practice 1

This Best Practice is related to the Training Event “[Learning with passion](#)”  
([Click here](#) to access the Form on to the Hippocrates portal)

<p><b>Definition of target group</b></p>	<p><i>Were the target group KM training needs previously identified? If yes, how?</i></p> <p>Yes – the basis for the training is the fact that there is a lot of unstructured knowledge available in enterprises. The structuring of the knowledge in order to make it become an element of the value chain needs a specific training for specialist and executive staff, project managers, managers of all branches and organisations.</p> <p><i>Were the KM training needs of target group previously assessed? If yes, how?</i></p> <p>The training needs assessment is part of the whole training process. The training is conceived according to the specific training needs of the staff members. The aim is to help them dealing efficiently and confidentially with the knowledge of staff members in their institution.</p>
<p><b>Identification of training staff</b></p>	<p><i>Which was the process for the selection of the trainers?</i></p> <p>The training provider promotes the training offer. When a client selects the offer, the trainer team is accordingly composed in order to match the client’s profile.</p> <p><i>How were the skills and experiences of the trainers assessed?</i></p> <p>The skills and experiences are demonstrated in “success stories” that are available for potential clients (trainees) on the trainers’ website.</p>

<p><b>Courses methodology and material</b></p>	<p><i>Was the methodology adopted for the course consistent with the specific needs of the target group?</i></p> <p>The general methodological approach is clearly described and again it's the client who selects this kind of training or not. Once the client selected the approach, it is specifically adapted to the client's needs in the framework of an in-house training.</p> <p><i>Were the training material distributed consistent with the learning needs of the target group?</i></p> <p>As mentioned above, specific training needs are specifically assessed prior to the training itself. The material is adapted accordingly.</p> <p><i>Were a sufficient number of practical KM examples provided during the course?</i></p> <p>Case studies are provided for the successful introduction of KMS in various fields.</p> <p><i>What the teaching methods were used during the Course to involve participants?</i></p> <p>Team session for the exchange of experiences and knowledge, story telling, workshops, support with a specific software</p>
<p><b>Course contents</b></p>	<p><i>Were the KM course contents consistent with the needs of the trainees?</i></p> <p>see above course methodology</p> <p><i>Was the course programme organized in an effective way?</i></p> <p>Yes. It led to a more efficient KM, increase in quality of services, activation of knowledge of staff members.</p> <p><i>The programme prepared involving trainers?</i></p> <p>It's the trainers who prepare the programme on the basic of specific needs.</p>
<p><b>Results</b></p>	<p><i>Calculation of the balance between the number of trainees enrolled / those who completed the training course / those who passed the final exam (if available)</i></p> <p>There was no final exam foreseen. This kind of training is an in-house training and its aims it to meets the specific needs of staff members who have to cope with new instruments and software for KM..</p> <p><i>Analysis of the balance between the skills the trainees had at the beginning of the training course and at the end of it</i></p> <p>Staff was able to cope with new requirements deriving from the introduction of new KM instruments and software.</p>

<p><b>Evaluation</b></p>	<p><i>Were the trainees asked to complete an evaluation form?</i></p> <p>There was certainly an overall project evaluation. No hint can be found whether individual evaluation took place.</p> <p><i>If yes, which main aspects of the course were evaluated?</i></p> <p>If yes, what was the result of the evaluation made by the trainees? (If available)</p>
<p><b>Reference model for the evaluation</b></p>	<p>not known</p>
<p><b>Other elements</b></p>	<p><i>During the course, the tutor was involved?</i></p> <p>Project partners were involved and accompanied the introduction of KMS in all its aspects.</p> <p><i>There was the community online for the discussion after the end of course?</i></p> <p>Transferable best practice models were established and made available online.</p>
<p><b>Comments</b></p>	<p>none.</p>