

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

The Best Practices in Germany

Best Practice 3

This Best Practice is related to the Training Event:

[Training for knowledge managers](#)

([Click here](#) to access the Form on to the Hippocrates portal)

<p>Definition of target group</p>	<p><i>Were the target group KM training needs previously identified? If yes, how?</i></p> <p>The aim of the training offer is to train executive staff, decision makers, project managers and staff members to become knowledge managers in their enterprise/institution. The training needs as well as the benefits of the training course for participants and their institutions were clearly described and demonstrated.</p> <p><i>Were the KM training needs of target group previously assessed? If yes, how?</i></p> <p>The training needs derive from the fierce competition in many sectors. KM is considered to be a valuable tool to cope with this competition and to improve the quality of products/services.</p>
<p>Identification of training staff</p>	<p><i>Which was the process for the selection of the trainers?</i></p> <p>The Chamber of Commerce in Hagen selected the trainers because of their previously demonstrated and assessed experiences and qualifications in the field of KM, learning methodology and other skills and competences necessary for the successful delivery of the course.</p> <p><i>How were the skills and experiences of the trainers assessed?</i></p> <p>Against previously established quality criteria.</p>

<p>Courses methodology and material</p>	<p><i>Was the methodology adopted for the course consistent with the specific needs of the target group?</i></p> <p>The target group consists of executive staff, managers and other staff members, i.e. they have all tight time schedules and don't have much time for face-to-face training. The concept includes face-to-face training to give a first input on a topic which is followed by an eLearning phase to deepen the knowledge (assisted by a tutor) and accompanied by a project that applied newly acquired knowledge directly in the field of work.</p> <p><i>Were the training material distributed consistent with the learning needs of the target group?</i></p> <p>Training material and assistance by a tutor are consistent, insofar as participants are supported to introduce problem-oriented solution in their participating enterprises.</p> <p><i>Were a sufficient number of practical KM examples provided during the course?</i></p> <p>The course itself dealt with the introduction of KM according to previously defined needs and methods and consists of the following elements: KM basics, KM concepts, KM project, Intellectual capital statement, KM in practice</p> <p><i>What the teaching methods were used during the Course to involve participants?</i></p> <p>Blended Learning consisting of 7 presence days and online phases in between, project work</p>
<p>Course contents</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 – effective organisation is crucial for this kind of target group.</p> <p><i>The programme prepared involving trainers?</i></p> <p>The curriculum was developed in collaboration with experts and trainers from the field.</p>

<p>Results</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>The course finishes with a nationally recognised certificate from the Chamber of Commerce of Hagen. The course is an ongoing offer and all participants usually take the final exam.</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>Participants learn all KM-related issues and directly apply new knowledge in projects. The project is accompanied by a tutor in order to make sure that it is successfully realised. The course enables them to identify potential benefits from KM in their enterprise, plan and realise KM activities, analyse cost-benefit-ratation of KM projects, implement KM network for an continuous exchange of information.</p>
<p>Evaluation</p>	<p><i>Were the trainees asked to complete an evaluation form?</i></p> <p>Yes. Course activities are regularly evaluated by trainees.</p> <p><i>If yes, which main aspects of the course were evaluated?</i></p> <p>Coherence of training, quality of materials, trainers' performance and skills, level of satisfaction in general</p> <p><i>If yes, what was the result of the evaluation made by the trainees? (If available) – not known</i></p>
<p>Reference model for the evaluation</p>	<p><i>reaction of student (satisfaction) – what they thought and felt about the training</i></p> <p>learning – the resulting increase in knowledge or capability</p> <p>quality of training and material – was the material of use</p> <p>results – the effects on the business or environment resulting from the trainees's performance</p>
<p>Other elements</p>	<p><i>During the course, the tutor was involved?</i></p> <p>For the ePhases as well as for the realisation of a project a tutor was involved.</p> <p><i>There was the community online for the discussion after the end of course?</i></p> <p>During and after the training course an eLearning platform is available for the exchange of experiences and information. .</p>
<p>Comments</p>	<p>none</p>