

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

The Best Practices in Italy

Best Practice 1

This Best Practice is related to the Training Event:

[Knowledge Management and Human Resource Development](#)

([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>This Master course has a three years experience. This highly innovative Master is an experience at a national level of both the aspects connected with a set of competences including training objectives and adopted methods as they offer a consistent part of training path like home working or promoting workplace learning.</p> <p><i>Were the KM training needs of target group previously assessed? If yes, how?</i></p>
<p>Identification of training staff</p>	<p><i>Which was the process for the selection of the trainers?</i></p> <p>This Master course has activated an Agreement for executive –between some organizations such as WIND and has resulted from a work collaboration with AIDP (Italian Association of Senior Management for staff) which actively contribute to promote Master activities.</p> <p>How were the skills and experiences of the trainers assessed?</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><i>Were the training material distributed consistent with the learning needs of the target group?</i></p> <p><i>Were a sufficient number of practical KM examples provided during the course?</i></p> <p><i>What the teaching methods were used during the Course to involve participants?</i></p> <p>Courses; Workshop, Case study; Intervention of privileged witnesses during thematic programmes; Stage; Forum on line for each discipline field ; Practical community course</p>

<p>Course contents</p>	<p><i>Were the KM course contents consistent with the needs of the trainees?</i></p> <p>Yes</p> <p><i>Was the course programme organized in an effective way?</i></p> <p>Yes</p> <p><i>The programme prepared involving trainers?</i></p> <p>Yes</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>Not available</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>Not available</p>
<p>Evaluation</p>	<p><i>Were the trainees asked to complete an evaluation form?</i></p> <p>Evaluation sessions for each area and module are foreseen both at an intermediate level and summative evaluation. At the end of the training path preparation of final report is required (it could also describe an experience acquired during the stage) elaborated as a project work and discussed collegially in the presence of a teacher commission for masters course. Entrance exam for admission test will be granted after monitoring how often you access the online course study material and related intermediate exercises.</p> <p><i>If yes, which main aspects of the course were evaluated?</i></p> <p>Examining the original Project Work for each single student, final discussion taken collegially with teachers by the commission for master's course.</p> <p><i>If yes, what was the result of the evaluation made by the trainees? (If available)</i></p> <p>?</p>
<p>Reference model for the evaluation</p>	<p>e.g.</p> <ul style="list-style-type: none"> - reaction of student (satisfaction) – what they thought and felt about the training - learning – the resulting increase in knowledge or capability - behaviour – extent of behaviour and capability improvement and implementation / application - results – the effects on the business or environment resulting from the trainees's performance

<p>Other elements</p>	<p><i>During the course, the tutor were involved?</i></p> <p>Yes</p> <p><i>There was the community online for the discussion after the end of course?</i></p> <p>Yes</p>
<p>Comments</p>	<p>The course explicitly refers to the development of knowledge and circumscribes intervention to Human Resources Management .</p>