

Specific Training KNOW-HOW3000

Knowledge Management for Beginners (Online Session Series)

13.10. – 24.11.2020
Online – East Africa

With funding from the Austrian Development Cooperation and the Member Organizations of HORIZONT3000

Index

1. Introduction	3
2. Objectives	3
3. Topics	3
4. Outcome	4
5. Evaluation	5
6. Lessons Learned	6
Appendix	8

1. Introduction

Due to the COVID-19 pandemic 2020 has been an exceptional year. Following the restrictions on travels and conferences in East Africa, most KNOWHOW3000 activities in East Africa had to be postponed to 2021. In order to still be able to offer some capacity building activities to our partners, the KNOWHOW3000 team in East Africa developed a short online training series on knowledge management (KM) – a topic that was met with great interest by our partner organisations that strive to improve their organisational practices. Before the training, KNOWHOW3000 and the tools it offers were not yet well known among partner organisations and TAs in East Africa and among staff from the Regional Office East Africa (ROEA). The online training series offered an introduction to knowledge management in general, to a newly developed capacity self-assessment tool and it acquainted participants with experience capitalisation methods and professional ways of documentation.

The online training comprised of four sessions over the course of 2 months with one session every two weeks. The training took place in October and November 2020 (13.10., 27.10., 10.11., 24.11.2020, see full programme in appendix under 1.). The online training used the zoom application. Zoom was chosen over other applications as it offered participatory features such as the breakout rooms. Furthermore, zoom had gained huge popularity since the beginning of the pandemic and it was safe to assume that many participants had some degree of familiarity with it. While the application to access the sessions was familiar to many participants, the webinar incorporated other online tools, such as etherpads or online polling software, to introduce participants to new tools of online collaboration.

The series was designed in a low-threshold way to be attractive to as many partners as possible. The series catered for participants with few or no prior knowledge of knowledge management. Invitations to the online training sessions were shared with all partner organisations and TAs in East Africa. The invitation included the requirements for participation: All participants have their own access point (laptop, tablet or smartphone) and were requested to take part in all sessions. However, due to a very high enrolment figure (with several staff per organisation), continued participation was not enforced.

A total of 122 participants had registered for the training. Participants included staff from a total of 43 partner organisations of HORIZONT3000 in East Africa, staff from HORIZONT3000 Regional Office East Africa and the Vienna headquarters (for a detailed overview see the appendix under 2.).

All sessions were recorded and the recordings (video and audio) as well as the presentations of the sessions shared with participants through the wetransfer platform upon completion of each session and once again at the end of the whole series. Follow-up support and coaching for interested partner organisations continues after the series facilitated by the Flying Technical Advisor (TA) in KM in East Africa and the KM team in Vienna. Technical support throughout the sessions was given by Wesley Erima from the Regional Office East Africa.

2. Objectives

The objective of this online training was to introduce organisations in the wider HORIZONT3000 network as well as TAs and ROEA staff in East Africa to the basics of knowledge management and acquaint them with tools KNOWHOW3000 and knowledge management in general offer.

3. Topics

The training covered core topics of knowledge management in four sessions:

- Basics: The first session introduced participants to a definition and the basics of knowledge management including e.g. the knowledge management cycle, the staff life cycle or the difference between implicit and explicit knowledge. Participants also learned about the role integration plays in knowledge management and how it can be introduced in an organisation. They also learnt about knowledge mapping, knowledge transfer plans and knowledge loss risk assessment and received KNOWHOW3000 tools for this in the final session.
- Knowledge Management Capacity Assessment: Participants were introduced to the advantages of understanding their organisations' knowledge management capacity and how they can assess the status quo. They were introduced to a self-assessment tool developed under KNOWHOW3000.
- Experience Capitalisation: Participants learnt about the importance of learning from experience/practice and tapping into the implicit knowledge of their staff. They were introduced to different methods of experience capitalisation and the tools and processes of KNOWHOW3000. They were also encouraged to participate in this year's KNOWLYMPICS.
- Documentation: The final session introduced participants to some core facts and suggestions regarding documentation of explicit knowledge. It covered the questions of storage, folder structure, file naming, backup and sharing.

The content was delivered through powerpoint presentations by the two facilitators Annika Witte (FTA knowledge management in East Africa) and Petra Herout (Programme manager KNOWHOW3000 in Vienna), In addition to the powerpoint presentation the facilitators used various interactive elements. For one, all presentations were followed by a Q&A session in which participants could post questions in the chat that the facilitators answered. In sessions 1 and 2, the facilitators launched polls on the www.sli.do website regarding the importance of knowledge management in participants' own work and whether they have systematically assessed how knowledge is handled at their organisation (see appendix 3.2 and 3.3). Participants were also invited to share their understanding of knowledge management in a word cloud (see appendix 3.1). Furthermore, the facilitators used the breakout room feature of zoom to engage participants in group discussions on how they would use the assessment tool, how they have learnt from experience in their organisation and for a reflection on the webinar itself in the final session. In session 3, a staff from the partner organisation AFIRD was invited to share their experience with experience capitalisation and the tools KNOWHOW3000 offered. In the final session www.lopad.org was used to share the results from the group reflection (see PDF attached to this report).

4. Outcome

The training has introduced participants to knowledge management and the tools that are available in the KNOWHOW3000 programme. Knowledge management is not a widespread practice in East Africa and participants commented that they were not aware of what it means and what it entails. Through the training, participants got basic theoretical knowledge on knowledge management along with some practical tools that they can use in their work.

Participants received the following tools:

- a tool for assessing their organisations' knowledge management capacity
- a knowledge loss risk assessment tool
- a template for a knowledge transfer plan
- and a knowledge map.

Participants have also received an action plan template to note down what actions they wish to take and what they seek to achieve in their organisation. This action plan can also help to follow up with the organisations a few months after the training.

Participants were encouraged in several parts of the series to exchange experiences amongst themselves. This was to allow participants to engage with the practice of how other organisations are handling similar challenges e.g. with regards to learning from experience.

As a side-effect, participants have also been introduced to tools of online collaboration. The training has thus familiarised them more with the online setting and the possibilities it offers. The training has given partici-

participants hands-on knowledge that the participants can implement in their organisation to start improving on documentation and other organisational practices.

Knowledge management is relevant for any organisation or institution as it basically means a more reflective, strategic and systematic approach to how the organisation handles the knowledge it has and that resides within its staff. Throughout the training it has been stressed that each organisation at best defines its own way of how to handle information, knowledge and experiences in a way that benefits the organisation in the short and – very importantly – the long run.

5. Evaluation

Participants of the online session series were requested to participate in an online survey.¹ Out of 122 registered participants from 42 partner organisations, 43 persons from 27 partner organisations participated in the survey. This is a very high turnout compared to the active number of participants (those who followed all sessions) which was around 50.

The great majority (40) found that the training had achieved its objective fully or to a big extent and they found that it had met their expectations fully or to a big extent. Participants were (very) content with the contents and topics as well as the methodology. All participants agreed that they had learnt something that they are able to apply in their work. Most felt the new knowledge will help them in their work and planned to share their new knowledge with their colleagues. Participants felt skilled (27) or very skilled (14) to apply the learnings in their work whereas one felt only a bit skilled and another one not much skilled.

A majority thought the training was very well organised (31) and the rest thought it was fairly well organised. About half of the participants (21) had never experienced an online training before. Overall the majority rated the experience of an online training as good (34) whereas only 9 rated it as more or less. Disliked by many about the online setting was the problematic internet connectivity. Several participants (and one time also the hosts) experienced cut-offs or slow connection. Other minor disturbances included background noise or accidentally switched-on microphones.

Participation dropped over the course of the series from an initial 100 to around 50-70 which is still a very high figure compared to conventional trainings. Since many organisations had signed up with several (even up to 10 participants), the reach of the training (42 partner organisations) is still quite big.

The following topics participants would have wished to explore in more detail:

- Record keeping / Documentation (9)
- Application of the knowledge at work / KM implementation (6)
- Experience capitalization (6)
- Knowledge Management Capacity Assessment (5)
- Knowledge loss risk assessment (3)
- Staff motivation (3)
- Document sharing (2)
- Competence matrix in knowledge management
- Levels of knowledge management
- Measuring the impact of KM
- Knowledge transfer

In the following are some comments from the participants on the training and the facilitators:

¹ The survey results can be found online under the following link:
<https://forms.office.com/Pages/AnalysisPage.aspx?id=MjzBccWXR0ixYon3L3Lr8cPPu5Zx4k1BkjECRoxF4NdUQkE5SihWQ1U3VkdYMzNUU0JFNihBWkhXNC4u&AnalyzerToken=7VXlzd14R7YpFaPzUdwlW61EvddmfFnr>

“knowledge management is a team work”

“Very impressive training already implementing what learnt.”

“The training was timely. Thank you.”

“There is need to have follow ups with organisation to have a continuous processes of strengthening KM and other training for KM focal persons. I would also suggest awarding learning certificates.”

“I would like to commend the organizers and the facilitators. it was such a nice experience, and learnt also from other partners who posed questions I would not have thought of on my own yet found them useful. On the whole, the training was cheap both to the organizers and to participants. Thank you, we cannot take you for granted.”

“Clustering of participants into small groups was a bit challenging. I experienced internet disorder “

“The sessions have been helpful to enrich the activities we do and with this knowledge we will be able to go more professional.”

“I hope this kind of online sessions will continue for the betterment of civic works to our communities”

“Well organised, great, useful training. I'm looking forward to more sessions like this.”

“I found the training on knowledge management is very relevant in my work and project implementation, its my prayer that we will have more training in the future.”

6. Lessons Learned

Following the online session series, the organisers Petra Herout, Annika Witte and Wesley Erima sat down to reflect on the lessons learned in a virtual After Action Review using the MS Teams software.

What was supposed to happen?

The initial idea for a virtual training on knowledge management was born from the restrictions faced due to the COVID-19 pandemic and the inability to hold big trainings. It was decided to try out an online training and to learn more about online facilitation and to see how partner organisations like it. The topic of knowledge management was chosen as a Flying Technical Advisor with that experience is based in East Africa. The aim of the training was to introduce partners and TAs in East Africa to knowledge management and to increase their interest in this topic. In terms of size, it was expected to be a relatively small workshop of up to 20 (definitely not more than 50) participants who take part in all sessions. Initially, Annika Witte was supposed to do the workshop on her own.

What actually happened?

First of all, interest in the workshop was huge with more than 100 participants signing up and attending the first session. Participation dropped in the following session but consistently remained higher than 50 persons. The training was more of a lecture format than an interactive session. Annika Witte got facilitation support from Petra Herout and technical support from Wesley Erima. Registration was done via email and not via Zoom and therefore zoom did not record participant lists. Date and time were kept as planned and the internet was more or less stable for the facilitators but participants dropped out often. All sessions were recorded and shared through the wetransfer platform with participants. Introduction to zoom and other online features was done during the sessions. No certificates were provided to participants.

What is the difference?

The main difference was the high number of participants that necessitated a rather profound change of the set-up and the facilitation techniques. The workshop was much less interactive than initially planned. Interactive elements such as the breakout rooms were still used but posed much bigger challenges: First of all, the big number of rooms reduced time available to support each room. Secondly, unstable internet connection

affected participation in the rooms as participants could not automatically re-join their rooms and individual reassignment was difficult given the group size. The high number of participants also meant that keeping track of participants was not possible as envisioned and could not be rectified without disruptions (i.e. all would have had to register on zoom to access the content). Unexpected was also the high interest by HORIZONT3000 staff in the training which was the initial reason to record the sessions. It turned out that this was also very useful for all participants and especially those with unstable internet. Design and aim of the online session series were not focused on giving certificates but on arousing interest in the topic.

What can we learn?

- Offer technical testing session beforehand to reduce technical issues during the sessions.
- Registration and attendance tracking options of application have to be identified beforehand since keeping track of participation in online trainings (esp. with large numbers) is different from physical meetings.
- Always have a co-host on an extra device to give technical support throughout the sessions.
- If you experiment with new tools or techniques, make this very explicit and communicate more formally the experimental character of the activity.
- Take more time in sessions and less time between sessions: Especially when experimenting with new tools and techniques plan for more unplanned interruptions to avoid stress.
- Define beforehand the ways of sharing the documentation (recording, PPT, etc.) and communicate clearly how the shared content can be used.
- Ensure stable internet and power.
- There is a real interest in knowledge management in the region.

Appendix

1. Programme
2. Participant List
3. Poll Results
4. Action Plan for Learning

1. Programme

Date	Topic	Facilitators
13.10.2020, 10 am - 12 pm	Introduction to Knowledge Management Basics	Annika Witte, Petra Herout
27.10.2020, 10 am - 12 pm	Knowledge Management Capacity Assessment	Annika Witte, Petra Herout
10.11.2020, 10 am - 12 pm	Experience Capitalisation (with special guest Nicholas Lukwago (AFIRD))	Annika Witte, Petra Herout
24.11.2020, 10 am - 12 pm	Documentation, Question Parking Lot & Reflection	Annika Witte, Petra Herout

2. Participant List

Nr	Organisation	Name	Position	Sex	Email
1	ADP Mbozi	Jaqueline Sanga	M&E Officer	F	jaclynsanga@yahoo.com
2	ADP Mbozi	Juliana Emmanuel Ng'webesa	Project Coordinator		jngwe-be-sa@yahoo.com
3	AFARD	Dan Evans Ugenmungu		M	udanevans@gmail.com
4	AFIRD	Alipio Musisi		M	alipiomusisi@gmail.com
5	AFIRD	Eustace Sajjabi	Executive Director	M	eustacesajjabi@gmail.com
6	AFIRD	Gloria Nakiwala		F	gloriahitex@gmail.com
7	AFIRD	Julius Justice Musimenta		M	jjmusimenta@yahoo.com
8	AFIRD	Nicholas Lukwago		M	lukwagonicholas@gmail.com
9	Archdiocese Dodaoma	Victoria Elias Mompome			v.mompome@yahoo.com
10	Caritas Diocese of Singida	Baltazari Sungi	Office Director	M	caritasingida@gmail.com
11	Caritas Diocese of Singida	Baptista Mameho	Gender and development coordinator		baptistamame@gmail.com
12	Caritas Mityana	Lutalo Fred	Field officer	M	mwesilutalo@gmail.com
13	Caritas Mityana	Nakato Christine	Field officer	F	cnakato07@gmail.com
14	Caritas Mityana	Nanfuka Proscovia	Program Manager	F	proscoviakimbugwe@gmail.com
15	Caritas Mityana	Ssewankambo Pius	Field officer	M	providenceorphan-ageschool@gmail.com
16	Catholic Diocese of Same	Pamela Mahinda	Gender and Development Coordinator	F	mahindapamela@gmail.com
17	CEEC	Crispus Kihiu	Board Member	M	ckihiu@gmail.com
18	CEEC	Patricia Simiyu	Project Officer	F	patricia@ceec.or.ke
19	CIDI	Hellen Kasujja	ED	F	hellenagaby@yahoo.com
20	CIDI	Susan Kijjagulwe	Project Manager	F	skijjagulwe@cidiuganda.org
21	CODNET	Akampurira Sarah		F	sakampurira@gmail.com
22	CODNET	Doreen Kabajulizi		F	dkabajulizi@gmail.com
23	CODNET	Okello Raphael		M	raphokelly@gmail.com
24	CRC	Lydia Naisikwe	Resource Mobilizer	F	naisikwelydia@yahoo.com
25	CRC	Margret Kauma	Finance Officer	F	kaumamargret@gmail.com
26	CRC	Rev. Fr. Richard Kayaga Gonza	CEO	M	kayagagonza@gmail.com
27	DKA TZ	Amina Ndiko		F	ndikoamina30@gmail.com
28	Environmental Alert	Andrew Tebandeke	P.O Monitoring Evaluation Learning	M	po.mel@envalert.org
29	Environmental Alert	Oundo Stephen	P.O. Knowledge Management	M	po.knowledge-management@envalert.org

30	FOWODE	Clare Arinitwe		F	clare.arinitwe@fowode.org
31	FOWODE	Simon Peter Asiimwe		M	simon.asiimwe@fowode.org
32	HORIZONT3000	Jonathan Bua	Project Officer	M	Jonathan.bua@horizont3000.org
33	HORIZONT3000	Silus Kwemboi	DKA Programme Officer Uganda	M	silus.kwemboi@horizont3000.org
34	HORIZONT3000	Peter van Erum	TA	M	peter.vanerum@horizont3000.org
35	HORIZONT3000	Dragica Gacic	TA	F	dragica.gacic@horizont3000.org
36	HAART	Antonia Musunga	HOD research department	F	am@haartkenya.org
37	HAART	Claire Olendo	Protection Case manager	F	claireolendo@haartkenya.org
38	HAART	Joan Adongo	Research Officer	F	oj@haartkenya.org
39	HAART	Louis Otieno	Protection Department coordinator	M	louis@haartkenya.org
40	HAART	Maureen Waweru	HOD finance department	F	mwaweru@haartkenya.org
41	HAART	Mercy Jepkurui	shelter manager	F	mercyjepkurui@haartkenya.org
42	HAART	Radoslaw Malinowski	CEO	M	rm@haartkenya.org
43	HAART	Sophie Otiende	Board Member and Advisor	F	Sophie@haartkenya.org
44	HAART	Winnie Mutevu	Deputy Program Manager	F	winnie@haartkenya.org
45	Integrated Rural Development Organization	Mawazo Mbuba	Finance and Administrative Manager	M	mbubamawazo@yahoo.com
46	JCU	Andrew Mwayi		M	mp@justicecentres.go.ug
47	Jesuit Hakimani	Ivan Kuntai	Project Leader	M	ivankuntai28@gmail.com
48	Jesuit Hakimani	James Kayanda	Deputy Director	M	deputydirector@jesuithakimani.net
49	Jesuit Hakimani	Nelly Kibet	Project Leader	M	nelly.kibet7@gmail.com
50	John Paul II Justice and Peace Centre	Alfred Avuni	Executive Director	M	alfred.avuni@jp2jpc.org
51	John Paul II Justice and Peace Centre	Beatrice Anicia	Accountant	F	beatbua@yahoo.co.uk
52	John Paul II Justice and Peace Centre	Betty Adio	Project Officer	F	bettyadio@yahoo.com
53	JPC Kigoma	Benedict Gwimo		M	dokjpc@gmail.com
54	JPC Rulenge	John Ndaki		M	ndakibosco@yahoo.com
55	JPC Rulenge	King Manase		M	kmanase@rocketmail.com
56	JPC Rulenge	Marry John			marryjohn687@gmail.com
57	Kawempe Homecare	Gerever Niwagaba	Program Manager	M	gni-wagaba@kawempehomecare.org
58	Kawempe Homecare	Kebirungi Henrietta	Resource mobilization & PR officer	F	info@kawempehomecare.org
59	KIWAMWAKU	Ezekiel Elineema Demberere	Project Officer	M	ezekeielelineema5@gmail.com
60	Kotido Diocese	Fr. Peter Tukey	Parish priest kaabong & Supervisor women youth empowerment project	M	tukeipet@gmail.com
61	MAVUNO	Charles Bahati	Project Director	M	mavuno@gmail.com
62	MAYAWA	James Ishenda	Extension Manager	M	vanillaorganisation@gmail.com
63	MAYAWA	Charles J.Kamando	General Manager	M	vanillaorganisation@gmail.com

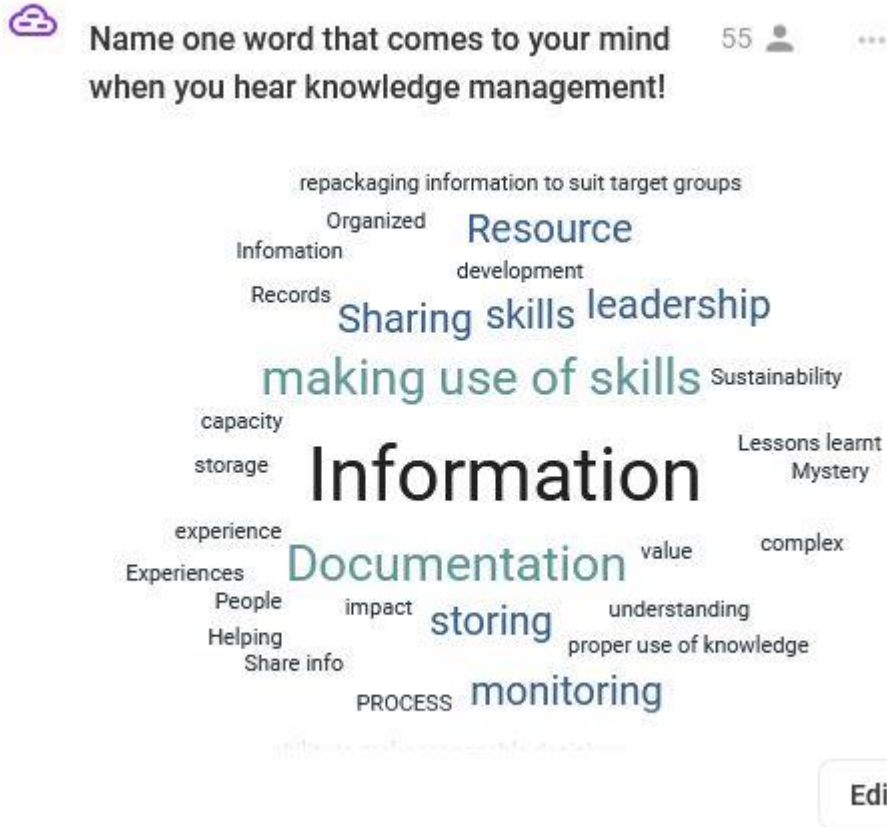
64	MHOLA	Raymond Laurent	Branch Manager	M	r.laurent@mhola.org
65	MHOLA	Rodrnick Sevelin	Project Coordinator	M	r.kaiza@mhola.or.tz
66	MHOLA	Theresia Bujiku	Office In charge	F	theresiabujiku@yahoo.com
67	MIICO	Catherine Mulaga		F	miico_cons@yahoo.com
68	Mill Hill Kotido	Victor Okonga	Technical Advisor	M	vokonga@gmail.com
69	MSDP	Andrew Wambua	Finance & Administration	M	wambuandrew9@gmail.com
70	MSDP	Anne Muthoni	Programme Coordinator	F	SPcoordinator@hotmail.com
71	MSDP	Anne Wamahiga	Project Manager skills centre	F	wamahigaanne@gmail.com
72	MSDP	Bairum Odhiambo	Senior project Officer - Children and youth		bairamodhiambo@yahoo.com
73	MSDP	Eric Godia	Project Officer in charge sports and performing Arts and Peer education	M	erigodia@gmail.com
74	MSDP	Francis Veto	Project Manager - Children & Youth	M	vetomuk@gmail.com
75	MSDP	Rose Akinyi	Social worker - in charge parents /care givers support children & Youth project	F	rakinyi86@yahoo.com
76	Mukuru Promotion Centre	Dinah Maina	Development Officer	F	dinahm@mercymukuru.co.ke
77	Mukuru Promotion Centre	Eliud Njuguna Handi	Records Office	M	Eliudh@mercymukuru.co.ke
78	Mukuru Promotion Centre	Eric Samia	Human Resource Officer	M	erics@mercymukuru.co.ke
79	Mukuru Promotion Centre	Francisca Kasivu Katua	Head of Social and Health Services	F	franciscak@mercymukuru.co.ke
80	Mukuru Promotion Centre	Luciah Wanjiku Njogu	Project Coordinator	F	Luciahn@mercymukuru.co.ke
81	Mukuru Promotion Centre	Martha Waitherero Minjire	Resource Mobilizer	F	martham@mercymukuru.co.ke
82	Mukuru Promotion Centre	Perpetua Morangwa Otero	Head of Finance	F	Perpetuam@mercymukuru.co.ke
83	Mukuru Promotion Centre	Ruth Rabecca Auma	Child Protection Coordinator	F	rebecca@mercymukuru.co.ke
84	Mukuru Promotion Centre	Sr Kathy Kettle	Executive Development Officer	F	kathyk@mercymukuru.co.ke
85	Mukuru Promotion Centre	Stellah Mathe	Sponsorship Officer	F	stellahm@mercymukuru.co.ke
86	OWSL	Theophil Kayombo	Director	M	theophilkayombo@gmail.com
87	PACIDA	Mamo Abudo	Project manager Policy	M	m.qido@pacida.org
88	PALM Corps	Akuma Charity	Project Coordinator	F	charityakuma14@gmail.com
89	PALM Corps	Acadribo Francis	Project Coordinator	M	francisacadribo9@gmail.com
90	PALM Corps	Acadribo Henry	Project Coordinator	M	henryacadribo@gmail.com
91	PALM Corps	Ariku Emmanuel	Project Coordinator	M	manuelwhu@gmail.com
92	PALM Corps	Drani Godfrey	M&E Officer	M	godfreydrani626@gmail.com
93	PALM Corps	Drijaru Emily	Project Coordinator	F	edrijaru@gmail.com
94	PALM Corps	Kisakye Susan	Project Coordinator	F	ksuziana@gmail.com

95	PALM Corps	Matenga Ivan	M&E Officer	M	imatenga8@gmail.com
96	PALM Corps	Rita Kayenyi	Project Coordinator	F	rkay95@gmail.com
97	Reach Out Nko-konjeru	Kizito Anthony	Executive Director	M	kizitoanthony@gmail.com
98	Reach Out Nko-konjeru	Samuel Kasaku		M	samuelpkasaku@gmail.com
99	Rescue Dada Centre	Mary Gatitu	Director	F	rescuedadacentre@gmail.com
100	Rescue Dada	Emma Wanjiru	M&E Coordinator	F	emmawan2019@gmail.com
101	Rescue Dada	Ivy Nakova	Empowerment Programme Manager	F	ivytamara98@gmail.com
102	RRA	Jeanie Namugga	Programme Assistant DCA	F	jeanie.namugga@resourcerightsafrica.org
103	RRA	Joan Kaboye	Finance and Admin	F	Jmkaboye@gmail.com
104	RRA	Nicholas Frankeko	Field Coordinator	M	nicholasfrankeko@gmail.com
105	RRA	Samson Okwii	M&E	M	samson.okwii@resourcerightsafrica.org
106	RRA	Winnifred Anyhait	Project Manager	F	win-nifred.anyhait@resourcerightsafrica.org
107	TNRF	Fadhila Kateta	Project Officer	F	fadkhatkateta@gmail.com
108	TNRF	Janeth Solomon	Project Officer	F	j.solomon@tnrf.org
109	UCMB	Solome Najjingo	M&E Officer	F	snajjingo@ucmb.co.ug
110	WEGS	Joyce Mwangi		F	jmwanga@wegcc.org
111	WEGS	Vicky Mushi		F	vmushi@wegcc.org
112	WODSTA-Arusha	Oliva Kwayu	Project coordinator		ollykwayu@yahoo.com
113	YARD	Ajambo Esther	Accounts Assistant	F	estherajambo92@gmail.com
114	YARD	Joyce Birungi	ERI Project Coordinator	F	joycebirungi1984@gmail.com
115	YARD	Kabagambe Mubarak	Agricultural Advisor		mubarakakabagambe17@gmail.com
116	YARD	Mukalazi Fred	CDF	M	mukafred@gmail.com
117	YARD	Muyimbwa Derrick	Volunteer	M	muyimbwaderrick8@gmail.com
118	YARD	Namutosi Winfred	Agriculture Program Officer	M	namutosiwinfred@gmail.com
119	YARD	Nantongo Everlyn	CDF	F	nantongoeveryln2@gmail.com
120	YARD	Odongor Christopher	Agricultural Advisor	M	odongochris256@gmail.com
121	Yarumal Missionaries	Guillermo Leon Alvarez Muñeton	Parish priest/project coordinator	M	guillesupa@gmail.com
122	Yarumal Missionaries	Victoria Munene	Secretary/accountant	F	secretaryyarumal@outlook.com

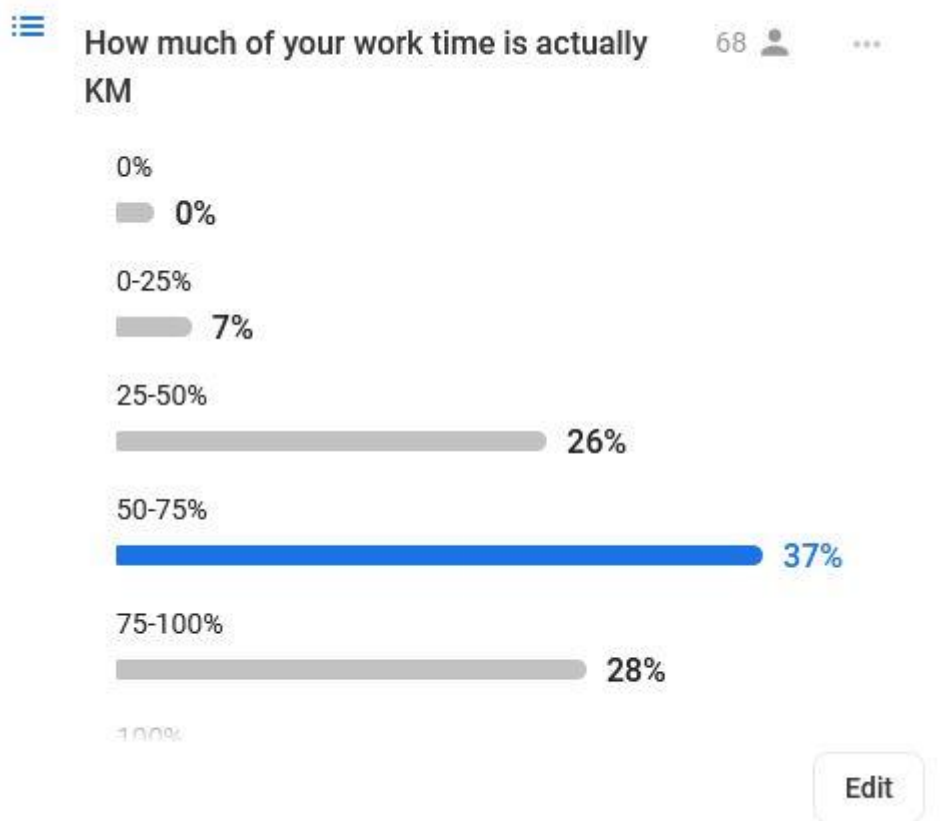
Male: 58, Female: 57, Unkown: 7

3. Poll Results

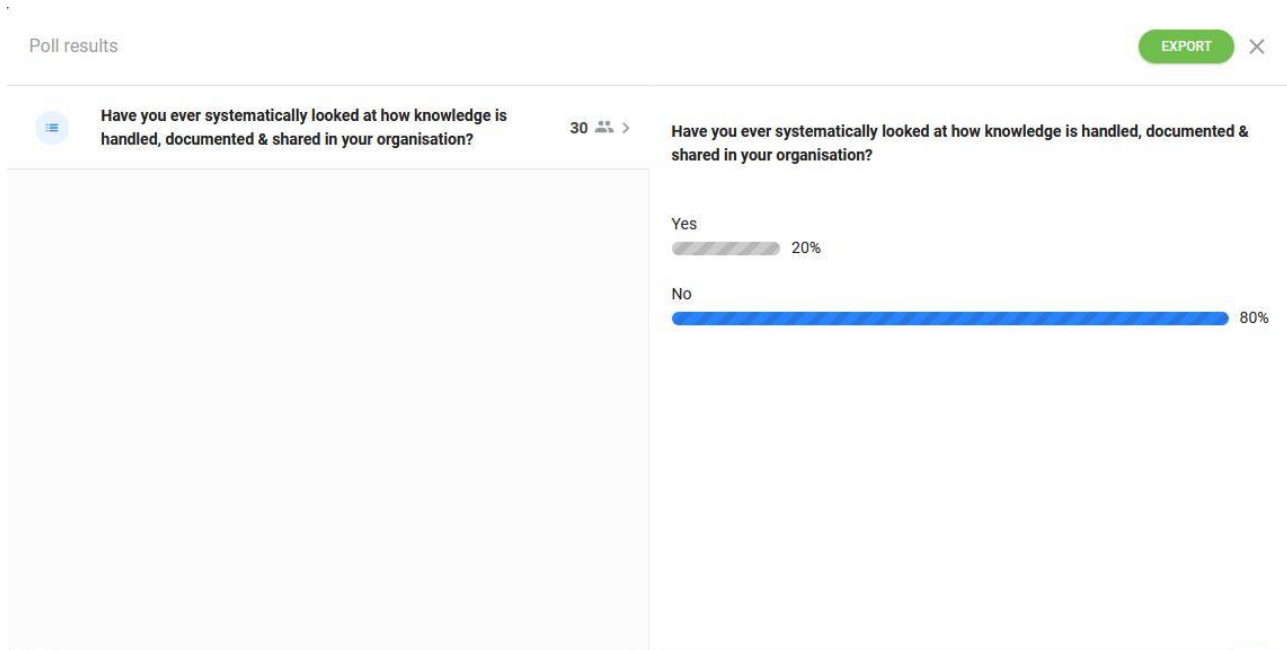
3.1 Session 1, Word Cloud “Name one word that comes to your mind when you hear knowledge management”



3.1 Session 1, Poll “How much of your work time is actually KM”



3.3. Session 2, Poll “Have you ever systematically looked at how knowledge is handled, documented & shared in your organisation?”



4. Action Plan for Learning

ACTION PLAN FOR LEARNING

Knowledge Management for Beginners

13th October to 24th November 2020, Online Session Series

NAME OF ORGANISATION:

NAME OF AUTHORS:

1. What parts of the learnings/ insights from this online training are useful for your organisation?

2. How will you share the learnings/ insights from this online training within your organisation (and networks)?

3. Which actions will you take to apply the learnings at your organisation?

Action	Responsible Person	Deadline