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Workshop
Report

Multi-Country South Asia Global Fund Hiv Programme Knowledge Management Workshop



Acknowledgements

Workshop Report:

**Multi-Country South Asia Global Fund HIV Programme
Knowledge Management Workshop**

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Knowledge Management Workshop Held in Bangkok, Thailand.

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Course 1 of APCOM's Knowledge Management, Marketing and Communication Skills Enhancement Workshop

- Dates** : August 28-29, 2017
- Venue** : Courtyard by Marriott, Bangkok
- Participants** : Listed in Annexure 2
- Facilitators** : Durba Ghose and Kavita Arora from Mittika (www.mittika.in)
- Objectives** : By the end of the course, participants will be able to:
- Describe the importance and key components of knowledge management
 - Practice specific skills related to knowledge management
 - Plan for institutionalizing Knowledge Management systems in their organizations

About Multi-Country South Asia Global Fund HIV Programme

The Multi-Country South Asia Global Fund HIV Programme (MSA, second phase) is a regional HIV Programme that aims to reduce the impact of, and vulnerability to, HIV of men who have sex with men (MSM), hijras and transgender people across seven South Asian countries (Afghanistan, Bangladesh, Bhutan, India, Nepal, Pakistan and Sri Lanka) through community systems strengthening (CSS). In Afghanistan, the programme focuses on HIV prevention services for men with high risk behaviour.

The Programme, currently in its third phase, is supported by a \$16.7 million grant from the Global Fund to Fight AIDS, Tuberculosis and Malaria and will run until 2018. Led by Save the Children – Nepal (the Principle Recipient of the Grant), MSA promotes and protects the rights of key populations of MSM and transgender people and is building a foundation to ensure that regional and country-level community networks continue to be an essential partner in the HIV response. It focuses on strengthening community systems to improve coordination with local governments and health care providers, deliver concentrated and quality capacity development support, and provide technical assistance to ensure high intervention impact and sustainability.

As a regional Sub-Recipient of the Grant, APCOM carries out a mandate to support high-level regional and national-level policy development and advocacy, technical support and research activities. At the national and sub-national level, community strengthening and advocacy activities are directly implemented by the following community Sub-Recipient organisations:





List of Participating Community Organisations

The following table enlists the participating local community organisations representing the Programme's national SR partners and their downstream CBO's.

Afghanistan	Youth Health and Development Organization (YHDO)
Bangladesh	Bandhu Social Welfare Society (Bandhu)
Bhutan	Lhak+Sam (BNP+)
India	The Humsafar Trust Gaurav PAYANA Volunteer Health Services (VHS)
Nepal	Blue Diamond Society
Pakistan	Dareecha Male Health Society Dostana Male Health Society Humraaz Male Health Society Khawaja Sira Society (KSS) Parwaaz Male Health Society Pireh Male Health Society
Sri Lanka	Family Planning Association (FPA) Sri Lanka

For a complete list of participants' names, kindly see Annex 2



Meeting Record

Session 1 - Process: Setting The Context

To bring the participants from South Asia together, they were asked to imagine the map of South Asia and physically gather in the countries they were coming from.

They were then asked pair up and share their name, country of origin, one thing they would be doing today had they not come to the workshop, and their key expectations from the course with their partner.

Subsequently the partners were asked to introduce each other to the group and share their partners' expectations with the larger group.

The participants were then asked to fill up the pre-course questionnaire and their expectations were sorted and addressed.

The session closed with setting the ground rules and explaining the agenda for the next.

Comments

The various exercises in the session helped in establishing the diversity of the group while making the group members feel comfortable with each other. It also helped in rationalizing the expectations as a key stepping stone for introducing the main course content.

Session 2 - Process: Knowledge Management (Km) – The Big Picture

The session began with the participants writing one word that comes to their minds when they heard the word 'knowledge'. These were sorted and discussed to arrive at:

- a. Defining knowledge.
- b. Facilitating the participants to distinguish between data, information and knowledge.

To assess their understanding participants were asked to share examples of data, information and knowledge based on their contexts.

The session then moved on to building understanding of tacit and explicit knowledge among the participants. A PPT was used to establish the importance of tacit knowledge for an organization as well as the value of codification (explicit knowledge).

At this point, the participants were asked to practice mapping the tacit and explicit knowledge assets their respective organizations had. This was done to let the participants get hands on with processes related to knowledge management and so that they are able to execute a similar process when they went back. The exercise was done with the organizational teams working together and the subsequent sharing clarified for everyone the vast treasure of knowledge each organization possesses.

With the understanding gained so far, the participants were asked to then share what they thought knowledge management was. This led to a lot of sharing and finally defining what is understood as knowledge management. A brief history about the development of the practice of knowledge management was also shared with the participants as a story at this point.

The session closed with connecting the various elements discussed so far and establishing why organizations need to manage knowledge. The point that managing tacit knowledge is of critical importance to knowledge management and that it is an investment that would reap benefit for the organization could be established during the session.



Comments

Since most of the participants were new to knowledge management, this session was a critical step in building broad understanding, contextualizing and establishing the need for knowledge management in organizations.

Session 3- Process: Km Components

This session focused on building understanding of knowledge management life cycle, elements, tools and techniques. For this, participants were made to learn through a series of activities – from group games, online quiz and teamwork and presentations. They were asked to share their views, discuss and build clarity of understanding about the various learning elements in the session. Their learning was supplemented with facilitator-led presentations, which helped the participants in organizing and internalizing the knowledge gained at personal levels.

The specific learning points in the session included the following:

- a. Life cycle of knowledge management (creation, curation and communication): With focus on building understanding among the participants on what these terms implied and how the life cycle plays out in organizations, a number of different theoretical models were also referred to in this context.
- b. Elements of knowledge management (people, process and technology): Emphasis was laid on how the elements overlap during knowledge management and how knowledge management consciously works with all the elements in organizational contexts.
- c. Tools of knowledge management: A series of IT based and non-IT tools were explained and discussed to enable the participants to get an understanding of the available support they have to successfully manage their knowledge.

To enable participants to connect their theoretical understanding with their real worlds and engage in a process of reflection and practice, participants were asked to list 5 ways in which they create/curate/ communicate knowledge internally and externally during the session. To assess the learning of the participants, a series of scenarios were also presented to them and they were asked to identify the knowledge management elements involved in these scenarios.

Comments

This session was a highly energized one. While the participants gained comfort with the topic under discussion through quizzes, games, groupwork and presentations, they went deeper in building their understanding about knowledge management.



Institutionalizing Km Systems In Organizations (1)

With the understanding that the institutionalizing of knowledge management begins with articulating the strategy, this session focused on familiarizing the participants with the knowledge management strategy development process.

The session began with a highly involving energizer.

Then, in four groups, participants were given a task each and asked to plan the steps for accomplishing these tasks. Through processing the plans of each group, the steps for developing a knowledge management strategy for an organization was arrived at. The steps discussed are shared below.

- Situation analysis
- KM Vision
- KM strategy (a document detailing current status, where the organization plans to go with justification, and specific plan to get there)
- Training
- Implementation (including prioritization, pilot testing and then expansion)
- Mentoring
- Review

Following the above, through the process of open discussions, more clarity about each step was built among the participants

The session continued post tea break, and in this part of the session, participants were facilitated to look at KM status in their own organizations more closely. This was in order to give them the experience and build the relevant skills of initiating a knowledge management process in their organizations upon return.

The process followed was one where organizational teams were asked to fill a questionnaire in parts upon reflecting on the knowledge management realities in their organizations and identify a sense of the emerging knowledge management needs.

The course closed with this session.

Comments

During the first day, the participants traveled the distance from being introduced to the subject of knowledge management, to learning the key elements to gaining opportunities to practice skills related to knowledge management and gaining deeper insights of their organizations' needs and gaps related to knowledge management in the process.

Session 3 - Recap And Assessment

The 2nd day of the workshop started with a feel-check followed by a recap and assessment of learning from the previous day.

For the assessment, groups were given sets of terms and concepts they had learned about on the previous day and were asked to present these to the rest of the group in a creative manner. This resulted in the groups explaining the terms and concepts through theater, art, performances, images and even a short video as they demonstrated their understanding.

Session 3 – Process: Institutionalizing Km Systems In Organizations (2)

In the last session, with the experience of having mapped their knowledge assets and reflecting on the status of knowledge management in their organization, the participants were facilitated to look forward. For this, they were asked to map some of their key internal and external stakeholders in the context of knowledge management and based on all they had understood as the needs of their organization through the various exercises, they were asked to identify what knowledge management in their organization needs to focus on. They were then facilitated to articulate this as a vision statement and share it with the rest of the participants.

Subsequently, the participants, in their organizational groups, were engaged in an exercise to list the enablers and challenges and support needed (internal and from APCOM) towards fulfilling the knowledge management vision they had developed. They were also asked to list down three concrete action points that they would pursue upon their return to their respective organizations towards sharing their learning from the course and towards moving the knowledge management agenda forward internally.

Once the participants had gained clarity on how to move forward, the course was formally closed.

Comments

Developing the vision statement and action plan were key exercises for the participants since these gave them concrete takeaways from the course – a clear direction to build on upon their return, in collaboration with other stakeholders from their organizations.

The 1.5 day course closed with participants filling the post-test, sharing feedback and with an address by Ryan Figueiredo, Deputy Director of APCOM.



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Closure Of Course 1

Following is the summary of the Pre and Post Test scores ¹

- Aggregated/ Total Score :
 - a. Pre Test = 116
 - b. Post Test = 184

The increase in participant aggregate score from 116 to 184 (Increased by 68)

- Aggregated/ Total Score :
 - a. Pre Test = 4.64
 - b. Post Test = 7.36

The increase in participant aggregate scores from 4.64 to 7.36, (increased by 2.72). Increased percentage from 42% to 67%

Following is the compilation of the feedback for the course

1. Average rating of the course: 1.71
(1 being highest and 4 being lowest)

Q5: Following are the components of KM:

1. *People*
2. *Currency*
3. *Process*
4. *Technology*
5. *Product*

Scenarios: a) If respondent choses, # 1 and # 3, gets 0.5 (50% correct answer)

b) If respondent choses, # 1, #2, and # 3, still gets 0.5 (50% correct answer) c) If respondent choses, # 1, # 3, #4, gets 1 (100 % correct answer)

2. Key takeaways

- a. Importance of Knowledge Management for an organisation
- b. Benefits of KM to organization
- c. Understanding about KM and steps involved in KM implementation
- d. Meaning and process of KM
- e. Clear concept on different terminologies, elements and tools for KM
- f. Best practices of KM
- g. How to make KM strategy
- h. Action plan

Other takeaways

- i. How to conduct an effective workshop
- j. Individual capacity building
- k. Facilitation skills
- l. Beautiful memories

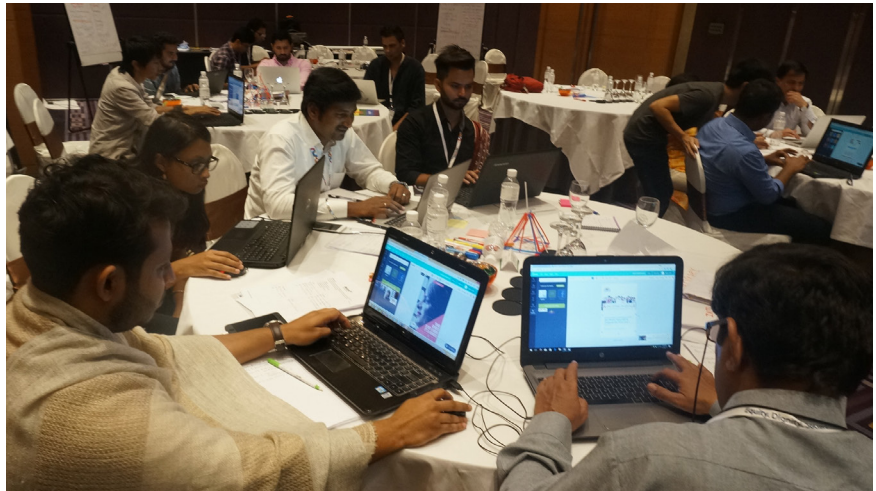
3. Key suggestions:

- a. Longer duration
- b. More information on how to evaluate KM activities
- c. More explanation on resources, translations
- d. Follow-up workshops on KM/ Refresher course
- e. Sharing handouts or printouts of the PPT
- f. Case studies of how KM has been integrated in different organizations through policy/HR practices

¹ Scoring method: The pre and the posttest forms carried a total of 11 questions each. Each question carried 1 score, including the multiple choices questions. A participant scored a maximum of 1 for correctly answering each question in full. In the case of multiple choice questions, the score of 1 was divided among the correct answers. Therefore, when 50 % correct answers are chosen by a respondent, the score given is 0.5. An example is enumerated below.

4. Other Comments
 - a. Awesome and beneficial for all service delivery centers and CBOs
 - b. Very interactive, no dull moment
 - c. Rocking, loved the attitude and facilitation
 - d. Wonderful learning experience
 - e. Workshop was very effective
 - f. Participatory way you facilitated and interactive methodology used is highly appreciable.
 - g. Excellent. Enjoyed how participants were continuously engaged

5. One work of the workshop:
 - a. Useful
 - b. Interesting
 - c. Fruitful
 - d. Fantastic ,
 - e. Informative
 - f. Very Good ,
 - g. Productive
 - h. Amazing
 - i. Insightful Awesome
 - j. Excellent
 - k. Interactive
 - l. Engaging



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Annex 1: Workshop Agenda

Day 1: August 28

Registration

8.30 - 9.00 Participant's daily sign in and logistics reimbursement

Opening

9.00 - 9.30 APCOM team opening the workshop and welcoming the participants

Course 1: Knowledge Management (KM)

Facilitated by Mittika (Development Resource Consultant Firm)

TIME	SESSION	CONTENTS
9.30 - 10.30	Setting the content	Introductions Expectation mapping
10.30 - 11.00	Coffee / tea break	
11.00 - 12.30	Knowledge management: the big picture	What constitute knowledge What is KM Relevance/value of KM for an organization
12.30 - 13.30	Lunch break	
13.30 - 15.00	KM Components	Different element in KM Select tools and techniques of KM Select KM processes and practices
15.00 - 15.30	Coffee / tea break	
15.30 - 17.30	Institutionalising KM Systems in an Organisation (Part 1)	Group exercise: <ul style="list-style-type: none"> Examining current KM status Articulating KM aspirations

Evening Reception

18.00- 19.00 APCOM team hosting a social function for the participant and the facilitators.

Location: Upper Deck (swimming pool area)

Day 2: August 29

Registration

8.30 - 9.00 Participant's daily sign in and logistics reimbursement

Course 1: Knowledge Management (Cont'd)

Facilitated by Mittika (Development Resource Consultant Firm)

TIME	SESSION	CONTENTS
9.00 - 9.30	Recap	
9.30 - 11.30	Institutionalising KM Systems in an Organisation (Part 2) <i>Including tea/coffee break</i>	Group exercise: <ul style="list-style-type: none"> Examining KM enablers and challenges Mapping capacities and support present/required for taking up KM work in the organization.
11.30 - 12.30	Closure	Planning and presenting next step
12.30 - 13.30	Lunch break	

Annex 2 : List Of Participants

No	Country	Name	Position	Organization
1	Afghanistan	Dr. Abdul Rasheed	Executive Director	Youth Health and Development Organization (YHDO)
2	Bangladesh	Md. Masbah Ahmed	Deputy Manager - Training	Bandhu Social Welfare Society (BSWS)
3		Md. Muzib Ullah Tarique	Assistant Manager - Training	
4		Md. Moshir Rahman	Deputy Manager - Advocacy	
5	Bhutan	Deyon Phuntsho	Media Focal Person	Lhak-Sam (BNP+)
6		Dhanraj Rai	IT Officer	
7	India	Saibu Thomas	Media Coordinator	The Humsafar Trust
8		Tinesh Govind Chopde	Assistant Program Manager & Media Team Member	
9		Yashwinder Singh	Programme Manager	
10	India	Sivaramakrishnan	Regional Manager	Volunteer Health Services (VHS)
11		Virender Raj	Secretary	
12		Chandini	President	PAYANA
13		Dhiraj Gohil	Executive Board Member	GAURAV
14	Nepal	Rukshana Kapali	Communication Officer	Blue Diamond Society
15		Naresh Phayel	Radio Technician / Journalist	
16		Subash Pokhrel	Monitoring & Evaluation Officer	
17	Pakistan	Sobo Malik / Ali Azghar	Finance and Admin Manager	Khawaja Sira Society (KSS)
18		Wajid Ali	Executive Director	Pireh Male Health Society
19		Ali Asghar	Program Director	Parwaz Male Health Society
20		Khursand Bayar Akhtar	DIC Coordinator	Dostana Male Health Society
21		Ammad Baig	DIC Coordinator	Dareecha Male Health Society
22		Kashif Abdul Rasheed	DIC Coordinator	Humrazz Male Health Society
23	Sri Lanka	Senel Wanniarachchi	Senior Manager Advocacy	FPA Sri Lanka
24		Aritha Wickramasinghe	Director - Equality	
25		Saranga Anjana Wijerathne	Individual Social Activist	

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We are united in advocating for issues around HIV and those that advance the rights, health and well being of people of diverse sexual orientation, gender identity, gender expression and sex characteristics.

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