

Day	Time	Session with learning objective	Delivery through:	Delivered by:	Materials required:	Status
Monday 18 June	10:00-11:00	Welcome, introduction, expectations and practical arrangements.	Presentation and group discussion	Eelco Kruizinga	Presentation	Draft
	11:00-12:30	Overview of knowledge management and DNV GL experience.	Presentation	Eelco Kruizinga	Presentation	Ready
	12:30-13:30	Lunch provided				
	13:30-15:30	How to develop a knowledge management strategy.	Presentation, group exercise (applied to Green Hub context)	Eelco Kruizinga	Presentation	Ready
	15:30-16:00	Train the trainer reflections	Discussion on how to best transfer this topic locally in Costa Rica	Eelco Kruizinga		
	16:00-18:00	Knowledge exchange tropical forestry (to be confirmed)	Site visit/guest lecture tropical forestry	Edwin Aalders	n/a	Not started
Tuesday 19 June	9:00-16:00, lunch provided at time convenient to participants	Toolbox for expert knowledge capture, validation and dissemination.	Presentations, group exercises. Coverage of DNV GL's Knowledge Risk Management methodology. Propose to use a number of agroforestry cases, with Edwin Aalders being our expert to work with	Eelco Kruizinga, Edwin Aalders	Presentations, prepared exercises.	Draft, exercises to be agreed
	16:00-17:00	Train the trainer reflections	Discussion on how to best transfer this topic locally in Costa Rica	Eelco Kruizinga		
Wednesday 20 June	9:00-16:00, lunch provided at time convenient to participants	How to set up an IT roadmap to underpin our knowledge management strategy.	Examples of KM IT roadmaps and how to construct them. Exercises with sprint methodology to set up iterative delivery of KM systems, including personas and use case development. Use Green Hub as central case study in all exercises.	Pieter Verhoeven, Eelco Kruizinga	Presentations, series of group exercises	Draft
	16:00-17:00	Train the trainer reflections	Discussion on how to best transfer this topic locally in Costa Rica	Eelco Kruizinga		

Thursday 21 June	9:00-16:00	How to manage a knowledge management system.		Marco Berndsen, Eelco Kruizinga	Presentations, series of group exercises	Draft
		Architectural choices for a knowledge management system.				
		Choose a technology stack for a knowledge management system.				
		Improve findability of knowledge on a knowledge management system.				
	16:00-17:00	Train the trainer reflections	Discussion on how to best transfer this topic locally in Costa Rica	Eelco Kruizinga		
Friday 22 June	9:00-14:30	Understand the roles involved in a successful knowledge management programme.				Draft
		How to measure success of a knowledge management programme.				
	14:30-15:30	Train the trainer reflections	Discussion on how to best transfer this topic locally in Costa Rica	Eelco Kruizinga		
	15:30-16:00	Final evaluation and farewell	Discussion, group photo, certificate	Eelco Kruizinga		

Note: dinners will be provided for. We plan to organise one evening where we invite our knowledge management colleagues to join dinner, so that we can have some further, informal interaction around the broad topic of knowledge management.

Note: we are trying to organise an exchange with the knowledge management team at the Technical Centre for Agricultural and Rural Co-operation, see: <https://www.cta.int/en/> . They have done some excellent work in knowledge capture in rural communities (see e.g. <https://www.slideshare.net/afaas/bheenick-afaas-june2015>) and have created a toolbox to support that work. They are based near our DNV GL office and we have done KM work with them in the past.