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**Training and Doctrine Command (TRADOC) & the Army  
Knowledge Management Proponent Office  
Knowledge Management Representative Course (KMRC)  
Train the Trainer (T3) Syllabus**

**December 6, 2021**  
Version 1.0

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**KMRC T3 Syllabus**



**REVISION HISTORY**

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**EXECUTIVE SUMMARY**

Effective organizations deliberately seek to create a positive and dynamic working environment, foster teamwork, apply quantitative methods and analytical techniques, and tap the creativity and ingenuity of its people.

The purpose of the KMRC T3 Training Support Package is to train, educate, and professionally develop Active, Reserve, and National Guard military personnel, Joint Military Services, Department of the Defense Civilians and certain Foreign Military personnel on Knowledge Management (KM) and Joint Service doctrine. The package is part of a series of Knowledge Management (KM) training and education products that help establish a systematic approach to quality assessment and performance improvement, and a methodology to switch from improvement to innovation to support the strategic outcomes of the U.S Army's Training and Doctrine Command's (TRADOC) KM program. This document addresses the role of the facilitator and provides instructional guidance for facilitating the KMRC T3 as outline by the Army Knowledge Management Proponent Office.

A KMRC T3 facilitator will use this guide to train individuals to properly facilitate the KMRC, which trains and educates Active, Reserve, and National Guard military personnel, Joint Military Services, Department of the Defense Civilians and certain Foreign Military personnel on Knowledge Management (KM) and Joint Service doctrine. The KMRC facilitators train KMRs to employ effective KM practices and activities into their organization and to assess the effectiveness of those KM practices and activities for future improvement.

**UNCLASSIFIED**  
**KMRC T3 Syllabus**



**TABLE OF CONTENTS**

<b>1</b>	<b>COURSE INFORMATION .....</b>	<b>1</b>
<b>2</b>	<b>KMRC INSTRUCTOR QUALIFICATIONS.....</b>	<b>1</b>
<b>3</b>	<b>COURSE DESCRIPTION .....</b>	<b>1</b>
<b>4</b>	<b>COURSE FORMAT .....</b>	<b>2</b>
<b>5</b>	<b>LEARNING OBJECTIVES.....</b>	<b>2</b>
5.1	TERMINAL LEARNING OBJECTIVE (TLO).....	2
5.2	ENABLING OBJECTIVES.....	3
<b>6</b>	<b>COURSE MODULES BY TOPIC .....</b>	<b>4</b>
<b>7</b>	<b>REQUIRED STUDENT PRE-REQUISTES.....</b>	<b>4</b>
<b>8</b>	<b>STUDENT RESPONSIBILITIES .....</b>	<b>4</b>
<b>9</b>	<b>EXPECTED STUDENT PARTICIPATION .....</b>	<b>5</b>
<b>10</b>	<b>COURSE SCHEDULE.....</b>	<b>6</b>

**UNCLASSIFIED**  
**KMRC T3 Syllabus**



**Knowledge Management Representative Course**  
**KMRC Syllabus**

**1 COURSE INFORMATION**

**Course Location:** <Physical or virtual address>

**Dates:** <Course Run Dates>

**Course Run Times:** 0800 to 1700 with a one-hour lunch break included

**Course Facilitator(s) / Instructor(s) Contact Information:**

Facilitator / Instructor	Email	Phone Number	Office Availability
<b>First, Last Name</b> <b>Job Title / Position</b>	Contact email address	Contact Phone Number	0700 - 1700 Hours Monday - Friday

**2 KMRC INSTRUCTOR QUALIFICATIONS**

KMRC instructors must be graduates of both the Knowledge Management Qualification Course (KMQC) and the KMRC T3, who have completed the following 3-step certification process as outline by the proponent office:

- Attend KMRC to observe how their assigned mentor facilitates the course
- Aid their mentor in facilitating instruction during a KMRC
- Facilitate a KMRC as their mentor observes and coaches

**3 COURSE DESCRIPTION**

The KMRC Train the Trainer (T3) course prepares you to facilitate the KMRC, which trains and educates Active, Reserve, and National Guard military personnel, Joint Military Services, Department of the Defense Civilians and certain Foreign Military personnel on Knowledge Management (KM) and Joint Service doctrine. The KMRC traditionally takes approximately 24-hours over 3 days to facilitate; however, it has a modular design to allow instructors to modify, substitute, or skip slides based on the organization’s local requirements, tools, time, and resources.



This course covers the roles and responsibilities of a KMR, the fundamentals of KM, the four KM Components of people, processes, tools, and organization, and how to apply the KM Process of the ADDPI model - Assess, Design, Develop, Pilot, and Implement, and how to identify knowledge gaps in your organization. You will also instruct the KMRC students on how to use the KM Maturity Model and embedded KM Assessment Matrix Tool to assess their own organization's KM practices and activities for improving their KM program. The purpose of KMRC is to train KMRs to employ effective KM practices and activities into their organization and to assess the effectiveness of those KM practices and activities for future improvement.

The KMRC T3 course will prepare you to facilitate the KMRC using adult learning best practices and the Army's Experimental Learning Model (ELM) to facilitate and guide student learning. You will learn how to incorporate appropriate concrete experiences, practical exercises, scenarios, and class discussions to guide your adult learners through the course as active rather than passive participants in learning. The T3 course also covers the four different types of learning styles and how to incorporate and engage each learning style while facilitating the KMRC.

After you have completed the T3 course, you will need to complete a 3-step certification process (Performance-based Assessment) under a mentor's oversight. First, you will observe an experienced mentor facilitating a KMRC. Next, you will assist your mentor in facilitating a KMRC as an assistant before the final performance-based assessment where you will be the lead facilitator while your mentor observes and coaches. Once your mentor is satisfied with your facilitation skills and your ability to maintain the Army-wide KMRC facilitation standards, he or she will recommend certification to TRADOC and you will become officially certified to facilitate the Army KMRC without supervision.

#### **4 COURSE FORMAT**

The T3 course consists of 16-hours of course material covered over 2-days within either an on-site classroom or a virtual learning environment; beginning at 0800 each day, with a daily one-hour lunch break included. Each day the course will begin with an introduction of that day's topic modules and recap what was covered the previous day prior to introducing the first topic of the day.

#### **5 LEARNING OBJECTIVES**

##### **5.1 Terminal Learning Objective (TLO)**

<b>Action</b>	Demonstrate proficiency in delivering and facilitating the Knowledge Management Representative Course (KMRC) IAW the Army-wide standard outlined in the KMRC TSP.
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**KMRC T3 Syllabus**



<b>Condition</b>	<p>In either an in-person classroom or a virtual learning environment (VLE), given presentations, KMRC Instructor’s Guide, the Army’s Experiential Learning Model (ELM), adult learning theory, Kolb’s learning styles, and scenarios relevant to your organization/command</p> <p>If using a VLE, the virtual platform will require an internet connection.</p>
<b>Standard</b>	<p>The demonstration will include the following:</p> <ol style="list-style-type: none"> <li>1. Appropriate classroom management methods for both in-person and virtual classroom learning environments</li> <li>2. Appropriate considerations of adult learning and learning styles for instructional facilitation</li> <li>3. Appropriate selection and application of instructional methods IAW the ELM model</li> <li>4. Utilization of the appropriate instructional methods and strategies to facilitate the KMRC curriculum and attain the desired learning outcomes</li> <li>5. The knowledge contained in the KMRC curriculum</li> <li>6. Capability to provide personal examples concerning the application of KM principles and approaches</li> </ol>
<b>Learning Domain</b>	Cognitive
<b>Learning Level</b>	Application

**5.2 Enabling Objectives**

By the completion of the KMRC T3 as written, the students should be able to:

- Demonstrate the appropriate classroom management methods for chosen learning environment
- Demonstrate the appropriate learning models with adult learning theory techniques for instructional facilitation
- Select the appropriate learning style techniques for instructional facilitation
- Demonstrate the appropriate selection and application of instructional methods when applying ELM

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**KMRC T3 Syllabus**



- Select the appropriate instructional methods and strategies to facilitate the KMRC curriculum and attain the desired learning outcomes
- Demonstrate the knowledge contained in the KMRC curriculum
- Demonstrate the capability to provide personal examples concerning the application of KM principles and approaches

## **6 COURSE MODULES BY TOPIC**

1. Course Introduction
2. Learning Environments:
  - a. Onsite, Instructor-Led Classroom
  - b. Virtual Classroom
3. Learning Models & Adult Learning Considerations
4. Learning Style Preferences and Considerations for Instructional Facilitation
5. Class Participation” versus “Contribution to Learning”
6. The Army’s Experimental Learning Model (ELM)
7. Instructional Methods & Strategies for Facilitating the KMRC Curriculum

## **7 REQUIRED STUDENT PRE-REQUISTES**

1. **Scan** the [ATP 6-01.1 – Techniques for Effective Knowledge Management \(March 2015\)](#)
2. **Read** Chapters 1 - 4 of the “U.S. Army Command and General Staff College (CGSC) Adult Teaching and Learning” pdf
3. **Read** the PDF called, “Determine\_Kolb\_Learning\_Style”.
4. **Review** the KMRC Instructor guide and KMRC slides
5. **Completed** the Knowledge Management Qualification Course (KMQC) and the Knowledge Management Representative Course (KMRC)

**\*\*\*Note:** Students unable to meet the prerequisites prior to the KMRC T3 start date must obtain a waiver from the AKM Proponent Office in order to attend the course.

## **8 STUDENT RESPONSIBILITIES**

- Be professional at all times. Avoid conduct, both on and off duty, which is immoral, illegal, unethical or likely to bring discredit upon the Army.
- Be at the appointed place of duty on-time and prepared.
- Cannot miss more than two hours of total course hours in course attendance.

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**KMRC T3 Syllabus**



- Meet or exceed all course graduation requirements.
- Recognize personal shortcomings and request assistance as needed.
- Be motivated and maintain a positive attitude.
- Participate in all classroom discussion and small group collaboration.
- Provide constructive feedback concerning the efficiency and effectiveness of the course and training materials, using student surveys and course AARs.

## **9 EXPECTED STUDENT PARTICIPATION**

### **1. Class Discussions.**

- a. Fully engage in daily discussions.
- b. Actively provide quality discussions with group settings.
- c. Participation in classroom discussion is required – Strive to not monopolize the discussions.
- d. Make contributions relevant and productive.

### **2. Group Contribution.**

- a. Contributes to the small working group collaboration.
- b. Participates in the development of products.
- c. Participates in briefing small group assignments.

### **3. Individual Contribution.**

- a. Participates in briefing individual assignments when selected.

### **4. Classroom Rules of Engagement (ROE)**

- a. Respect your classmates.
- b. This is your primary duty station.
- c. Be on time for start of class and when returning from breaks.
- d. Cell phones must remain silent or turned off during class. The instructor may approve case-by-case exemptions.
- e. Laptop screens will be down during all VIP briefings.
- f. Do not text or email during class.
- g. During class, do not surf the web unless the subject matter material is directly related to course content.
- h. Secure your personal items in the classroom.

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**KMRC T3 Syllabus**



**10 COURSE SCHEDULE**

<b>Day 1</b>		
<b>Time</b>	<b>Topic/Activity</b>	<b>Notes</b>
0800 – 0825	Course Introduction	
0825 – 0850	<b>LSA 1: Student Introductions</b>	Learning Support Activity
0850 - 0900	<b>10-minute Break</b>	
0900 - 0950	<b>Module 1, Learning Environments</b> In-person and Virtual Instructor-led classrooms / Classroom Management Methods / Four-step Facilitation Process / Facilitation Competencies / Summary	<b>ELO 1:</b> Demonstrate the appropriate classroom management methods for chosen learning environment
0950 - 1000	<b>10-minute Break</b>	
1000 - 1050	<b>Module 2, Learning Models &amp; Adult Learning Considerations:</b> Pratt Learning Model, Process-Content Learning Model, Conscious Competence Learning Model, Adult Learning Theory: Assumptions, Principals, and Tips / Summary	<b>ELO 2:</b> Demonstrate the appropriate learning models with adult learning theory techniques for instructional facilitation
1050 - 1100	<b>10-minute Break</b>	
1100 – 1200	<b>LSA 2: Adult Learning Techniques</b>	Learning Support Activity
1200 - 1300	<b>Lunch</b>	
1300 - 1350	<b>Module 3: Learning Styles Preferences &amp; Considerations for Instructional Facilitation:</b> Kolb’s Learning Style Theory, Descriptions of each learning style, Decision-making	<b>ELO 3:</b> Select the appropriate learning style techniques for instructional facilitation

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**KMRC T3 Syllabus**



<b>Day 1</b>		
<b>Time</b>	<b>Topic/Activity</b>	<b>Notes</b>
	and Learning Styles, Class Participation, and Contribution to Learning	
<b>1350 - 1400</b>	<b>10-minute Break</b>	
<b>1400 - 1450</b>	<b>Module 3:</b> Learning Styles and Contributions to Learning  <b>LSA 3:</b> Techniques to engage different learning styles  <b>LSA 4:</b> Check-on Learning	<b>Learning Support Activities</b>
<b>1450 - 1500</b>	<b>10-minute Break</b>	
<b>1500 - 1550</b>	<b>Module 4, Experimental Learning Model (ELM):</b> CEPPL0-GNI-DA,ELM and Learning Styles, Concrete Experience (CE), Publish & Process (PP)	<b>ELO 4:</b> Demonstrate the appropriate selection and application of instructional methods when applying ELM
<b>1550 - 1600</b>	<b>10-minute Break</b>	
<b>1600 - 1650</b>	<b>Module 4, ELM:</b> Learning Objective (LO), and Generalize New Information (GNI), Develop (D), Apply (A), Lesson Timing /Summary <b>Daily Wrap Up</b>	
<b>Day 2</b>		
<b>Time</b>	<b>Topic/Activity</b>	<b>Notes</b>
<b>0800 – 0810</b>	<b>Recap</b> on Day 1 Topics <b>Transition</b> to KMRC Curriculum and Instructor’s Guide	
<b>0810 – 0850</b>	<b>KMRC Curriculum and Instructor’s Guide:</b>	<b>ELO 5:</b> Select the appropriate

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**KMRC T3 Syllabus**



<b>Day 1</b>		
<b>Time</b>	<b>Topic/Activity</b>	<b>Notes</b>
	Introduction on how to use the KMRC Instructor's Guide	instructional methods and strategies to facilitate the KMRC
<b>0850 - 0900</b>	<b>10-minute Break</b>	
<b>0900 - 0950</b>	<b>CE Techniques and Options:</b> Discuss different CE options for each module	
<b>0950 - 1000</b>	<b>10-minute Break</b>	
<b>1000 - 1050</b>	<b>Training Methods and Strategies:</b> Learning Objectives and Module Topics Discussion	
<b>1050 - 1100</b>	<b>10-minute Break</b>	
<b>1100 - 1150</b>	<b>Instructor's Guide Review of Slides</b>	<b>ELO 6:</b> Demonstrate the knowledge contained in the KMRC curriculum
<b>1200 - 1300</b>	<b>Lunch</b>	
<b>1300 - 1600</b>	<b>Instructor's Guide Review Continue</b>	
<b>1600 - 1610</b>	<b>10-minute Break</b>	
<b>1610 - 1650</b>	<b>Practical Performance Evaluation Process:</b> Certification Process  <b>Course Wrap Up</b>	<b>ELO 7:</b> Demonstrate the capability to provide personal examples concerning the application of KM principles and approaches