

# Training Support Package



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

## Table of Contents

<a href="#"><u>Course Registration &amp; Timeline</u></a>	<a href="#"><u>Page 3</u></a>
<a href="#"><u>KMR Course Supplies and Timeline</u></a>	<a href="#"><u>Page 5</u></a>
<a href="#"><u>Welcome Memo Template</u></a>	<a href="#"><u>Page 7</u></a>
<a href="#"><u>KRMC Certificate Instructions</u></a>	<a href="#"><u>Page 8</u></a>
<a href="#"><u>Course Syllabus</u></a>	<a href="#"><u>Page 11</u></a>
<a href="#"><u>Instructors Guide</u></a>	<a href="#"><u>Page 12</u></a>
<a href="#"><u>Student Workbook</u></a>	<a href="#"><u>Page 13</u></a>
<a href="#"><u>Project Show &amp; Tell</u></a>	<a href="#"><u>Page 14</u></a>
<a href="#"><u>KM3-KMAT</u></a>	<a href="#"><u>Page 15</u></a>
<a href="#"><u>KMR Course PowerPoint</u></a>	<a href="#"><u>Page 16</u></a>
<a href="#"><u>Capstone Directions</u></a>	<a href="#"><u>Page 17</u></a>
<a href="#"><u>Capstone Workbook</u></a>	<a href="#"><u>Page 18</u></a>
<a href="#"><u>Design Considerations</u></a>	<a href="#"><u>Page 19</u></a>
<a href="#"><u>Design Considerations Worksheet</u></a>	<a href="#"><u>Page 20</u></a>
<a href="#"><u>Development Considerations</u></a>	<a href="#"><u>Page 21</u></a>
<a href="#"><u>RACI Chart</u></a>	<a href="#"><u>Page 22</u></a>
<a href="#"><u>Pilot Considerations</u></a>	<a href="#"><u>Page 23</u></a>
<a href="#"><u>KMAT Worksheet</u></a>	<a href="#"><u>Page 24</u></a>

## Course Registration

What avenue do we use for future course announcements?

Use MS Forms for registration form (1 per class) and flow into OCKO SharePoint List

Export to Excel and edit to create a class roster

Add registrants to TR-HQ-OCKO-Training team

Send out Welcome Letter in both the course channel chat and via email

Ensure to send reminders to bring gfe and either download student workbook or print or both

Before class start date, ensure everyone has access to Teams channel via comms check

Back-up for registering if MS Forms doesn't work. (fillable .pdf mirroring MS Form information?)

Maybe provide link to registration list and have them "+ new" and fill in info?)

\*Need director or Supervisor info for Messaging from OCKO post course completion (added to registration form)

### Timeline

#### 90 Days out (minimum)

- Book conference room/classroom 90 days or earlier (3.5 days) –shoot for earlier (whole fiscal year is optimal)

#### 6 Weeks Out

- Registration announcement and the MS Forms for registration
- Pre-Plan Multi-Media (as necessary) follow established yet to be defined process.

#### 2 Weeks Out

- Welcome Letter- (make sure it covers visiting students with necessary info)
- Set up Teams Channel
- All documents and associated material inventoried and added to channel
- Visitor badges? Figure out badge issue requirements or set up escort capability
- Review slides and make necessary edits (hide slides, add material and examples, etc.)

#### 1 Week out

- Send reminder email and in Teams channel
- Set up comms check date and time with students for Teams access

#### 1-2 Days Before

- Comms check venue
- Last effort to make contact and comms check

## Post Class (All)

- Conduct AAR  
Compile results and distribute

Send out link to Course Survey

Compile results

Distribute Results, notating action items

Set meeting to discuss/make changes as necessary

Conduct AAR

Add graduates to TR-KM-Community in Teams

Update KM Community list in OCKO SharePoint with names/locations/Roles/Certificates

- Be sure to follow Organization format already establish so the different views work correctly for sorting TRADOC HQ KMRs and TRADOC trained personnel



## KMR Course Supplies

### In Residence

- Suitable sized room with presentation screen (based on student numbers-max 12)
- 5 easels
- Dry erase Board, wax, and cloths
- 4 butcher paper flip pads
- Lectern
- Half dozen permanent markers
- Half dozen dry-erase markers
- Erasers
- Card Stock for Name tents
- Printed Name Tents
- Remote click device for presentation control
- Comms check before class start date (a few days before if possible)
- Pre-Plan guest speaker/presentation
- Pre-Plan Multi-Media as necessary
- Print Student Workbooks?
- HDMI extender

### Instructor Binder

- Class Roster
- Syllabus
- Instructor guide
- Presentation slides-Master
- Student Workbook
- Handouts

### Student Folder in Teams

- Pin the read ahead and student workbook to top
- Call 18-2
- KMRC Read Ahead
- AEAS 1c Rubric
- KM Case Studies vol 2
- KM3-KMAT 2021.xlsx
- KMAT Worksheet Part 1
- KMAT Worksheet Part 2
- KMAT Worksheet
- KMRC Student workbook (.docx & .pdf)
- KMRC Syllabus rev1
- KMRC 7minDrill
- Capstone Workbook.docx
- 5x8 Example (TRADOC OCKO example)
- SOP Examples?

## KMR Course Supplies

### Instructor Folder

- KMRcourse Slides (pinned to top)
- KMRC Welcome Letter
- KMRC Instructor Guide
- Class Roster
- Course Comms Master
- KMRC Certificate Process
- KMRC Project Show & Tell

### Roster Folder

- Registration Roster
- Sign-In Roster

### Group Master Files Folder

- Capstone Directions
- Capstone Workbook
- Design Considerations Worksheet
- Development Considerations Worksheet
- KM3\_KMAT\_2021
- Pilot Considerations
- RACI Chart

### Virtual Supplies

- 2 People (1 instructor and 1 facilitator/moderator)
- 2 monitors (minimum) 3 would be better.
- USB microphone
- USB Camera (ensure screen you are using for slides has camera for optimal point of view with students)
- TEAMS meeting owner sets up Breakout Rooms
  - [How to assign Breakout Rooms](#)
  - Pre-set up groups and assign to rooms
  - Set up breakout room timing (make cheat sheet for each group activity with set times)
- Printed Instructor Guide
- Better able to deliver content and stay on topic

{Date}

**MEMORANDUM FOR:** Student, Knowledge Management Representative Course (KMRC)

**SUBJECT:** Welcome and Coordinating Instructions

The Training and Doctrine Command Chief of the Knowledge Officer (TRADOC-OCKO) welcomes you to the Knowledge Management Representative Course (KMRC) online. You are currently scheduled to attend {insert class number} with a report date of {insert course date}. If you are unable to attend the course as scheduled, please inform one of the contacts listed at the bottom of this memo as soon as possible.

### **Pre-Course Requirements**

Please complete the following tasks **NLT** three days prior to {insert date}:

- a. **Provide** your name and mobile phone number to one of the contacts listed at the bottom of this memo to acknowledge the receipt of this memorandum and to confirm your course attendance.
- b. **Review** the [ATP 6-01.1 – Techniques for Effective Knowledge Management \(March 2015\)](#).
- c. **Read** the PDF labeled “KMRC Read Ahead” attached to this Welcome Letter (**also located in the “Student” file on the KMRC Course 23-05 TEAMS Channel**).
- d. **Complete** the ~4-hour Army Knowledge Management (KM) Basic online course located here on the [Army’s milUniversity](#) as a pre-requisite to attend the KMRC. To avoid losing your KMRC registration slot, please upload your Army KM Basic Certificate of Completion from the Army KM Basic course to the KMR Course Registration List, on your respective line, if you did not add them to the registration form [OCKO - KMR Course Registration - KMRC 23-04 \(sharepoint-mil.us\)](#)
- \*\*\***Note:** Students unable to meet the prerequisites prior to the KMRC start date must obtain a waiver from their respective CKO/AKM office to attend the course.
- e. **Write**, in coordination with your organization’s leadership, 2 to 3 organizational challenges (problems/gaps) your organization currently faces to address during class discussions and activities. **Bring with you on Day 1.**

### **Additional Information**

- a. **\*Important\*** National Guard and Reserve personnel must confirm they have a DOD DISA email account prior to arrival (vs a local Guard or Reserve email account). This can be done by calling 1-866-335-2769 and verifying by giving them your DOD ID number (on back of CAC card) and your email address. Please contact your Unit S6 to submit proper paperwork for your DISA email account. It is imperative that you have a DOD DISA email account and not just a Guard or Reserve account. You will not be able to log on without a DOD DISA account and it will cause training delays.

I will be your instructor. Please do not hesitate to contact {insert name} (contact information below) with any questions or concerns before or during the class. We’re looking forward to seeing you next week!

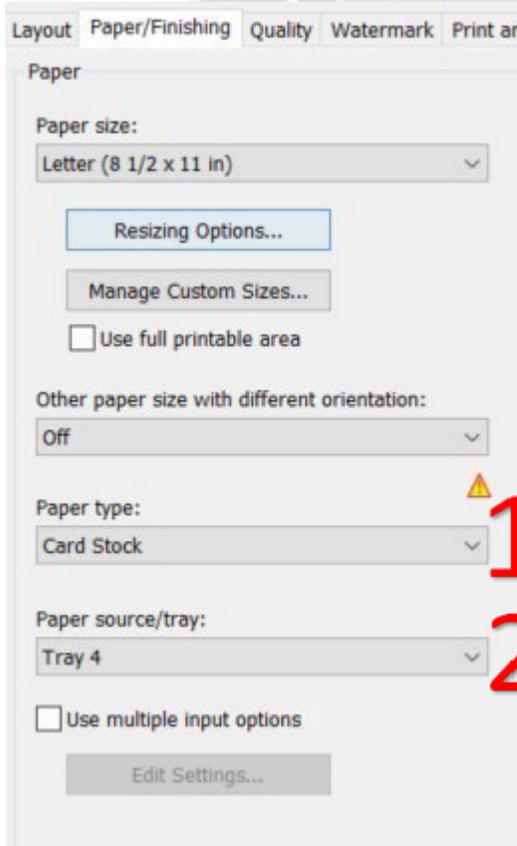
## KMRC Certificates

Certificates are located in the OCKO SharePoint Library in the KMRC Course Material category: [TRADOC HQ KMRC Certificates Master.pdf](#)

Download the file and make necessary updates with current student names and then extract the certificate into individual files for emailing or electronic distribution. If printing is the final destination, follow the steps for printing.

### Print Certificates

1. Select print (either File/Print or the printer picture on the toolbar) and select the proper printer.
2. At the top select the “Properties” button.
3. On the “Layout Tab” for page orientation, select the Landscape button.
4. On the Paper/Finishing tab, 1-change the Paper Type: to “Card stock” and 2-change the Paper source/tray: to Tray 4 and select the OK button on the bottom right.

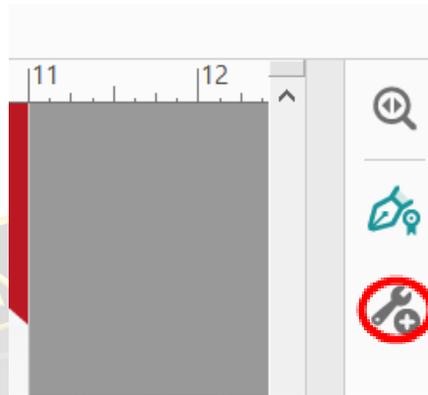


5. In the “Pages to Print” section, select the Pages button and then enter the desired pages to print in the empty block.
6. Make sure the “Print on both sides of paper IS NOT selected
7. Double check the “Print in grayscale (black and white) IS NOT checked and then select the Print button on the bottom right.
8. You must load the Card stock (colored stock in cabinet) into the feed tray on the left side of the printer when printing the certificates.

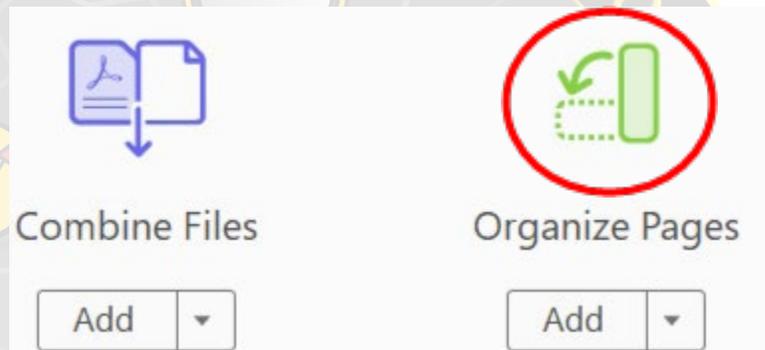
## Preparing Certificates for Digital Distribution

### Extract Certificates into Individual Files

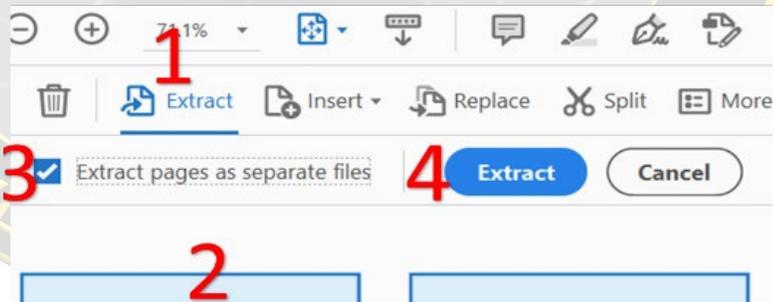
1. Select More Tools on the right



2. Select Organize Pages



3. (1) Select Each certificate you need to distribute, (2) Select "Extract" from the menu bar, (3) Check the box "Extract pages as separate files," (4) Select the Extract button



4. Navigate to the folder you wish to save the files to (course/course number/certificates or something similar) and select OK or select Make New Folder (if needed).

5. The new files will have the same name as the original file plus be numbered in order

certificates 23-03 1.pdf	✓	1/1
certificates 23-03 2.pdf	✓	1/1
certificates 23-03 3.pdf	✓	1/1
certificates 23-03 4.pdf	✓	1/1
certificates 23-03 5.pdf	✓	1/1
certificates 23-03 6.pdf	✓	1/1
certificates 23-03 7.pdf	✓	1/1

6. Rename the files as necessary, but Adding the Last names in the title will help keep them organized for distribution



C HQ KMRC 23-02 Addis.pdf  
C HQ KMRC 23-02 Brown.pdf  
C HQ KMRC 23-02 Bryant.pdf  
C HQ KMRC 23-02 Duenas.pdf

7. Distribute individual files as necessary.

End of Task



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

**[Syllabus](#)**



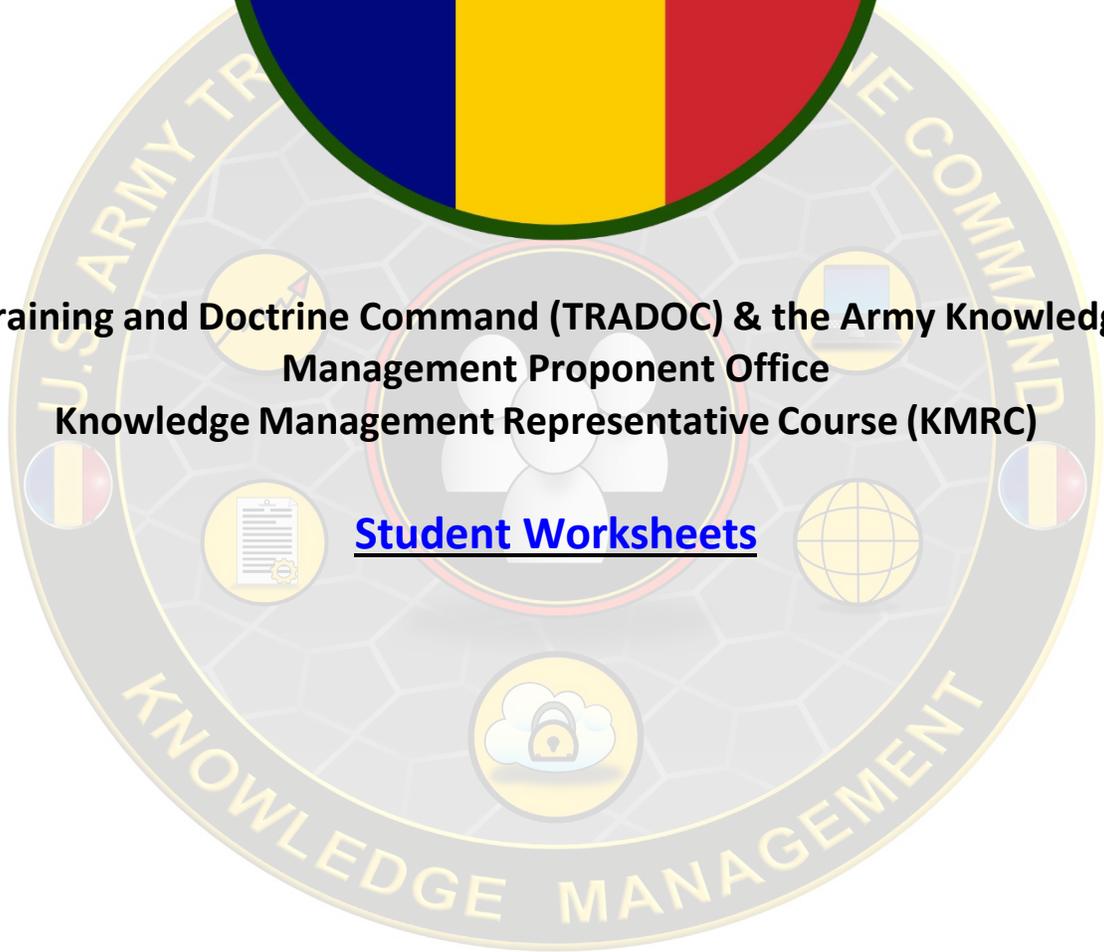
**Training and Doctrine Command (TRADOC) & the Army  
Knowledge Management Proponent Office  
Knowledge Management Representative Course (KMRC)**

**Instructor's Guide**



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

**[Student Worksheets](#)**





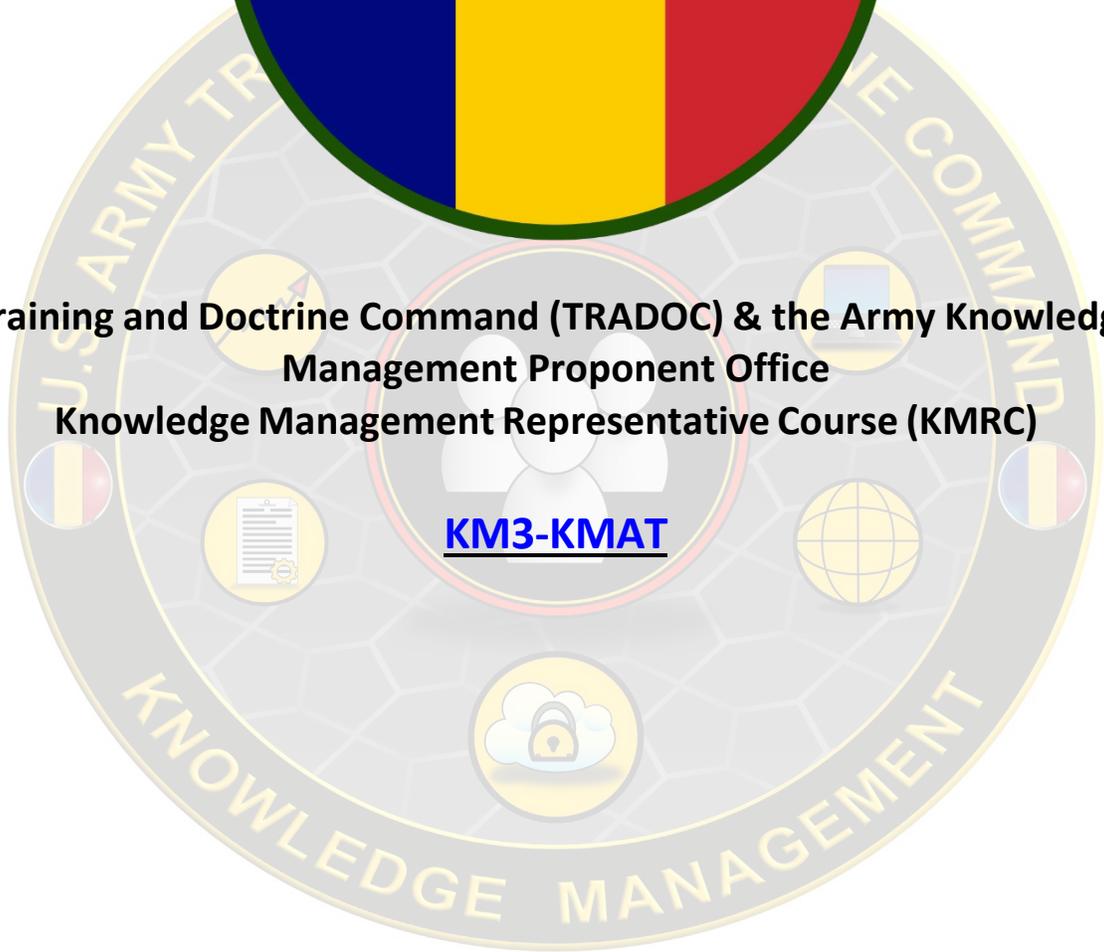
**Training and Doctrine Command (TRADOC) & the Army Knowledge  
Management Proponent Office  
Knowledge Management Representative Course (KMRC)**

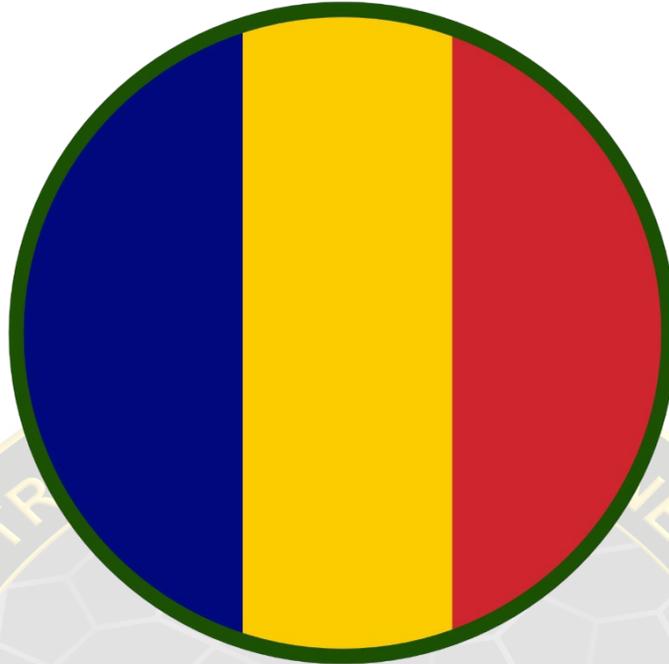
**[Project Show & Tell](#)**



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

**KM3-KMAT**





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

**[KMR Course PowerPoint](#)**

## Capstone Directions

### Individual: 30 Minutes

1. Complete the KM Solution section of the Gap Analysis Worksheet with three (3) courses of action (COAs) to close the gap you identified (individually) and determine Impact and Effort for each COA.
2. Plot each COA on the Impact and Effort Chart and select the best COA.
3. Complete the rest of the Gap Analysis Worksheet for the COA you selected in step 2, including 2-3 MoPs and 1 MoE.

### As a group: 2 hours

4. Come together as a group and fill in the KM3 with each of your operational issues and solutions (4 lines total).
5. Identify and document the Impact and Effort for each Gap/Solution and plot them on the chart.
6. Rank each solution on your KM3\_KMAT sheet and determine which gap/solution you would recommend first and why.
7. Complete Design Considerations Chart and Worksheet for the design phase of your solution.
8. Use the Development Considerations Quad and RACI chart to work out who does what and when for your action plan.
9. Use the Pilot Considerations Worksheet and Chart to work through the pilot phase of your implementation plan.
10. Be prepared to present your work and defend your solution, ranking, design, development, and pilot considerations for your action plan.

# Capstone Workbook

## Directions

### Individual: 30 Minutes

1. Complete the KM Solution section of the Gap Analysis Worksheet with three (3) courses of action (COAs) to close the gap you identified (individually) and determine Impact and Effort for each COA.
2. Plot each COA on the Impact and Effort Chart and select the best COA.
3. Complete the rest of the Gap Analysis Worksheet for the COA you selected in step 2, including 2-3 MoPs and 1 MoE.

### As a group: 2 hours

4. Come together as a group and fill in the KM3 with each of your operational issues and solutions (4 lines total).
5. Identify and document the Impact and Effort for each Gap/Solution and plot them on the chart.
6. Rank each solution on your KM3\_KMAT sheet and determine which gap/solution you would recommend first and why.
7. Complete Design Considerations Chart and Worksheet for the design phase of your solution.
8. Use the Development Considerations Quad and RACI chart to work out who does what and when for your action plan.
9. Use the Pilot Considerations Worksheet and Chart to work through the pilot phase of your implementation plan.
10. Be prepared to present your work and defend your solution, ranking, design, development, and pilot considerations for your action plan.

## Design Considerations

**Design Considerations Chart**

Work the Right Problem	Consider the Operational Environment	Plan for the People
<b>Desired Performance:</b>	<b>User Base:</b>	<b>Get Buy In:</b>
<b>Performance Gap:</b>	<b>As is:</b>	<b>Training?</b>
		
<b>Knowledge Gap:</b>	<b>Needed Info</b>	
		

## Design Considerations Worksheet

Who will be using your solution?

How are things done now (Process)?

What (if any) laws, regulations, or policies apply to your solution (Process)?

What knowledge transfer tools do you currently have access to (Tools)?

Does the information you currently have or need require any special handling, processing, or release authority (Tools)?

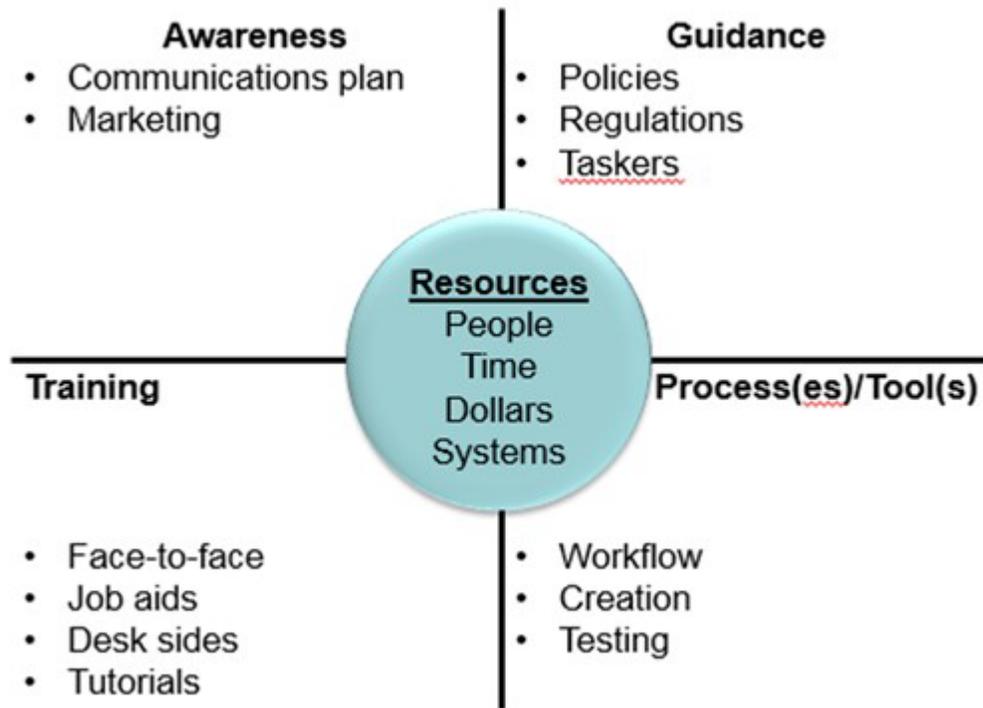
What, if any, organization characteristics must be considered to apply the solution (Organization)?

What are the resource requirements for this solution (Organization)?

What is/are the measure(s) of performance for your solution?

What is/are the measure(s) of effectiveness for your solution?

## Development Considerations



Fillable Table

<p><b>Awareness – how, and when, will people be informed of the solution and any changes to their current activities?</b></p> <ul style="list-style-type: none"> <li>• Communications plan</li> <li>• Marketing</li> </ul>	<p><b>Guidance – do any existing guidance documents apply, or will any new guidance be needed?</b></p> <ul style="list-style-type: none"> <li>• Policies</li> <li>• Regulations</li> <li>• Taskers</li> </ul>
<p><b>Training – what knowledge, skills, or processes will people need to have in order to successfully implement the solution?</b></p> <ul style="list-style-type: none"> <li>• Face-to-face</li> <li>• Job aids</li> <li>• Desk sides</li> <li>• Tutorials</li> </ul>	<p><b>Process(es)/Tool(s) – what things need to be created or modified for this solution, and how will they be verified prior to use?</b></p> <ul style="list-style-type: none"> <li>• Workflow</li> <li>• Creation</li> <li>• Testing</li> </ul>



## Pilot Considerations

List the people (by role) that would be necessary to pilot your solution. This would include your testers, support personnel, and any additional evaluators

Estimate the time it would take to fully evaluate your solution to make sure it supported your MOPs/MOEs and expected performance.

### Pilot Considerations Table

This table helps lay out your pilot to ensure a successful execution of your solution. Make sure you include all the elements in your pilot plan.

Make Plan			
Use or Build	Set Sample Size	Schedule	
Coordinate			
People	Process	Tools	Organization
Conduct			
Monitor			
Evaluate			
AAR		MoPs/MoEs	
Refine			

<b>KMAT Worksheet</b>	
<b>Title</b>	SharePoint staff directory with location and contact details
<b>Current Performance/Outcome</b>	<ul style="list-style-type: none"> <li>• Ability to contact staff members is currently only if their first/last name spelling is remembered correctly.</li> <li>• Some have telephone numbers in their email signature, most do not.</li> <li>• Newly onboarded personnel do not know where the various staff are located.</li> </ul>
<b>Current Impact</b>	<ul style="list-style-type: none"> <li>• Lost time trying to remember how someone's name is spelled or impacting coworkers work because of asking for name spelling and/or telephone number or office location.</li> </ul>
<b>Desired Performance</b>	<ul style="list-style-type: none"> <li>• One central location where staff can open a map diagram of the staff buildings with floors and rooms, clickable icons that open a new link with brief description of what services/solutions are provided by the section, and a listing of rank/title, F/L names, telephone numbers – updated by each section 1x per month (battle rhythm event).</li> </ul>
<b>Current Performance Gap(s)</b>	<ul style="list-style-type: none"> <li>• Delayed coordination due to inability to contact necessary staff.</li> </ul>
<b>Current Knowledge Gap(s)</b>	<ul style="list-style-type: none"> <li>• Offices each probably have a roster of names and phone numbers not centrally located.</li> <li>• Office locations are tacit knowledge only.</li> <li>• Spending more time than necessary searching for offices, names or telephone numbers.</li> </ul>
<b>KM Component(s) – PPTO</b>	<p>PEOPLE:</p> <ul style="list-style-type: none"> <li>• 1x Monthly update of section roster and location (when offices move)</li> <li>• G6 creation of SharePoint technology solution for central location.</li> </ul> <p>PROCESS:</p> <ul style="list-style-type: none"> <li>• Need an SOP</li> <li>• Input initial input / and monthly updates.</li> </ul> <p>TOOLS:</p> <ul style="list-style-type: none"> <li>• Need this collaborative tool</li> <li>• Training on how to access the tool.</li> </ul> <p>ORGANIZATION:</p> <ul style="list-style-type: none"> <li>• Expectation delivered from the top down</li> <li>• Buy-in will also help</li> </ul>

## GAP Analysis Worksheet (Cont'd)

KM Gap Analysis Worksheet (cont'd)			
KM Solution	COA 1-3	Impact 1-10	Effort 1-10
	Issue DTO requiring all sections assign a KMR and CMR. Once memo received add names to KMWG register		
	Physically go to each section and add a KMR and CMR name to KMWG register		
	Create a link to KMWG registry and send e-mail invite to all members of organization to join the group.		
KM Required Actions	Create a memorandum Create a registry		
Measure(s) of Performance (x 2)	Received Memorandum with names of KMR and CMR Created a register for KMWG		
Measure(s) of Effectiveness (x 1)	Each section has a KMR and CMR		