



Report Form for Knowledge Management Facilitator Training for 21st Mini UKM

Suan Sunandha Rajabhat University

16 May 2019

1. Personal Information

Name-Surname Ms.Nalin Simasathiansophon

Position Lecturer

Category ☒ Academic Staff

☐ Supporting Staff

2. Curriculum or Topics of the Meeting/ Workshop/ Study Visit

Knowledge Management Facilitator Training for 21st Mini UKM

3. Keynote Speaker in Meeting / Seminar/ Conference/ Study Visit

Professor Wuttichai Tanapongsatorn, M.D. (Consultant of Mini_UKM)

4. Institute or Corporate hosted of the Meeting / Seminar/ Conference/ Study Visit

Suan Sunandha Rajabhat University

5. Duration of the Meeting / Seminar/ Conference/ Study Visit

16 May 2019

6. Budget use for Meeting / Seminar/ Conference/ Study Visit

None

7. Objectives of Meeting / Seminar/ Conference/ Study Visit

7.1 To train KM Facilitator preparing for 21st Mini UKM

7.2 To educate participant on how to be the best KM facilitator

8. Conclusion from Meeting / Seminar/ Conference/ Study Visit

Before doing a simulation planning, key note speaker began with a good atmosphere before the session start. All participants introduce themselves and share their experience about knowledge management (KM) in their work life. Then the key note speaker arranged the group of 6 people which combined tellers, a facilitator and a note taker. The story

tellers shared their techniques and process of doing KM. After all tellers talked about their experience, facilitator asked questions to get more information related with the topic. Tellers would share more successful experience as well as suggestion for preventing failure. This session continued for 5 times with 5 different topics. As a result, all participants learnt how to be a facilitator and practice how to ask the correct questions in order to get correct information from others.

Recommendation for this session

- Story teller should tell only related information with the topic. Then facilitator can ask for more information if needed at the end of the session.
- The story telling can practice two rounds to let people talk more.
- When doing a conclusion, facilitator should summarize only the information get from those tellers. These information need to be further categorized into key success factors. Also facilitator can asked for more information from tellers after the session finishes.
- Note taker should repeat what have been written on the board again. If it not correct, facilitator can ask the teller to re-correct the information.
- When asking question, facilitator should encourage teller to show “how to” or a process of gaining a particular knowledge.
- The success of KM session will depend on ...
 1. Teller: should have time enough to prepare before their tell a story
 2. Listener: carefully listen
 3. Atmosphere: enough equipment for taking note. All participant feel relax, no stress during a story telling session.

9. Problem and issues of the Meeting /Seminar/ Conference/ Study Visit

None

10. Benefit from Meeting /Seminar/ Conference/ Study Visit

10.1 To Yourself

- Increase understanding on how to ask a correct question
- Learn how to be a facilitator

10.2 To the College/ Institution

- Increase number of experienced facilitators
- Teach others colleagues on how to be a facilitator

11. Handouts or Important Documents related to Meeting /Seminar/ Conference/ Study Visit



12. Certificate of the Meeting /Seminar/ Conference/ Study Visit

None

13. Recommendations and Suggestion

The training should be conducted in two days since one day was not enough for everybody to practice.

(Reporter).....*NL*.....

(Ms.Nalin Simasathainsophon)

Date*13/09/2562*.....

Comments from the Superior

.....*The training was very helpful. It met the program expectation.*.....

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(Name).....*[Signature]*.....

(.....*Dr. Yingsak Vangchob*.....)

Date*13/09/2562*.....