**KNOWLEDGE CAFE**

To stimulate and create ‘awakening and engaging collective intelligence through conversations about questions that matter’. A Knowledge Cafe can cross-pollinate ideas, and surface new insights into questions or issues that are collectively important. It is a technique to evoke and make visible the collective intelligence of any group.

**How to Use**

Knowledge Cafes can be shaped in all sorts of ways: a simple session may go something like this.

A facilitator outlines the theme of the Café and poses a single open-ended question. The group breaks into small groups and discusses the questions for about 45 mins and then come back together as a group for the final 45 mins where the individual groups share their insights. Optionally in the small group sessions, people change tables every 15 mins to broaden the number of people they get to interact with and thus the differing perspectives of the group.

Usually no attempt is made to capture the conversation as doing so tends to destroy the conversation. Although the value of the Cafe is in the conversation itself and the learning that each individual takes away, the content can be captured for example on ‘table cloths’ large sheets placed on the discussion tables.
KNOWLEDGE MARKETS

A lot of valuable knowledge remains untapped and hidden in an organization. The knowledge market provides a forum to discover this knowledge and make it available. It allows the matching of a knowledge requirement with someone with that knowledge/expertise.

How to use

The knowledge market can be facilitated online, via email or face to face. It can be used in many situations and is particularly useful when delegating roles and responsibilities within a new project team.

- Identify the knowledge requirements
- Identify your knowledge offers
- Collect some basic understanding of the nature of this potential exchange and design a connection and collection process

The knowledge and the linkages can then be recorded in ways that support the sharing and reuse: form; repository; guides…

A knowledge market exercise could be a version of a peer assist.

Hints for running a face to face knowledge market from NHS Education for Scotland

- Brief the Market stand facilitators in advance and explain the format
- Allow each market stand facilitator to present a rapid fire 5 minutes using a predefined presentation template of maximum of 4 slides
- Ask each to complete a template highlighting the key points, lessons learned etc.
- Provide copies of all the completed templates as handout for attendees
- After the rapid fire presentations the attendees move round the stands to ask questions and increase their understanding of the topic
- It can be helpful if the handout has space for participants to make notes during the rapid fire and when visiting the stands

EXAMPLES

Examples – of failure to apply available knowledge in frontline delivery of care:

- 8 in 10 caregivers in developing countries do not know the two key symptoms of childhood pneumonia: fast and difficult breathing – which indicate the need for urgent treatment (only 1 in 3 children with pneumonia receive antibiotics – despite wide availability – and 1.6 million consequently die each year) (refs)

- 7 in 10 children with malaria treated at home are mismanaged, contributing to 2000 deaths every day in Africa alone. (ref)

- 7 in 10 women giving birth in health facilities in Africa and South Asia are mismanaged during the 3rd stage of labour, predisposing them to postpartum haemorrhage. PPH kills more than 300 young women every day in the developing world. (ref)