

The Knowledge Café

Using a simple but effective Knowledge Management tool to promote integrated working between acute and community Speech and Language Therapists

What is a Knowledge Café? The café brings together a group of people to have an open and creative conversation on a topic of mutual interest to bring their collective knowledge to the surface, share ideas and gain a deeper understanding of the issues involved. The purpose of the conversation is to lead to action in the form of better decision-making and innovation.

What do you need? A venue where people can be comfortable and relaxed, some refreshments and a facilitator to oversee the conversation, which should be based on a powerful, open-ended question. It works best with between 16 to 32 people split into groups of 3 or 4. Allow enough time for the conversation to deepen, at least an hour,



What did we do? As part of our Embedded Librarian pilot with Speech and Language Therapy, we attended a training day for both acute and community teams and we invited everybody present to have a conversation. We modified the concept slightly and set three questions:



What would you be if you were not a speech and language therapist?

Talk about something in your service that excites you.

How can we work together to improve care for our patients?

What was the outcome?



'Just wanted to say thank you for yesterday, it was the first time many of us had met members of the different teams and the knowledge café was a fantastic way of getting to know one another while also considering ways we can better work together – much less awkward and cheesy than traditional ice-breakers. Your facilitation and explanation of the process were excellent. I hope David Gurteen appreciated it and I hope we can follow it up with another....'



Speech and Language Therapist

'Knowledge café was FANTASTIC! team all very positive so huge thank you :-)'

Professional Lead Speech and Language Therapy