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COURSE BROCHURE

Communities of Practice Design and Facilitation Training Course

29 March – 2 April 2027
Vienna

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Registered in the United Kingdom and Saudi Arabia

Communities of Practice Design and Facilitation Training Course

Ref: 803_30516 **Date:** 29 March – 2 April 2027 **Location:** Vienna **Fees:** 5900 GBP

Communities of Practice Design and Facilitation is a 1-week training course for knowledge facilitators, learning leads and network coordinators, in which each participant drafts a Community Launch Charter for one practice group in their organisation. As expertise spreads across sites, shifts and hybrid schedules, peer networks have become the fastest route for practitioners to solve recurring problems and pass on know-how. Jupiter Prime Training delivers this course on Communities of Practice Design and Facilitation.

Why Communities of Practice Design and Facilitation Matter Now

Three forces shape peer networks today. Retirements and turnover drain hard-won craft knowledge. Hybrid working scatters practitioners who once learned from each other in corridors and control rooms. Collaboration platforms multiply channels faster than anyone curates them. Organisations that steward their practice groups well shorten problem-solving cycles and keep expertise circulating; those that launch groups without purpose, roles or sponsorship see enthusiasm fade within months. The course draws on the knowledge management system requirements in ISO 30401 Knowledge Management Systems — Requirements to connect each community to organisational knowledge goals.

Who Gains Most from Communities of Practice Design and Facilitation

- Those who convene peer groups and keep conversations purposeful between meetings
- Those who design learning journeys and want practitioners teaching each other
- Those who coordinate cross-site or cross-functional networks of specialists
- Those who run collaboration platforms and curate shared discussion spaces
- Those who report on knowledge initiatives to sponsors and steering groups

Units that send a facilitator, a platform coordinator and a learning lead together gain most, leaving with one operating model for every network.

Communities of Practice Design and Facilitation Capabilities

Participants learn to shape a network's domain, membership, cadence and conversations deliberately.

- Define a community domain and value proposition — sponsors deciding whether to back launch
- Assign core, active and peripheral member roles — coordinators planning participation
- Design a meeting rhythm and online space structure — members choosing where to contribute
- Apply facilitation techniques that draw out tacit know-how — practitioners solving live problems
- Build a community health dashboard — steering groups judging renewal or retirement
- Communicate value stories to sponsors — budget holders weighing continued support

Key Communities of Practice Design and Facilitation Terms

- Community of practice — people sharing a craft who deepen expertise by interacting regularly.
- Domain — the shared area of practice that defines a community's identity.
- Peripheral member — someone who mostly observes yet still gains and spreads learning.
- Community coordinator — the person who convenes events and links members.
- Community rhythm — the predictable cadence of meetings, digests and events.
- Value creation story — a short account of how a community interaction changed practice.

Communities of Practice Design and Facilitation Day by Day

Day 1: Why Practice Networks Form and Fade

- Domain, Community and Practice Elements — Testing Whether a Group Can Sustain Itself
- Knowledge Flow Mapping — Spotting Where Practitioners Already Trade Expertise
- Community Typology Grid — Choosing Between Helping, Best-Practice and Innovation Groups
- ISO 30401 Knowledge Goals — Linking Communities to Organisational Knowledge Aims
- Failure Pattern Review — Recognising Why Earlier Networks Lost Momentum

Day 2: Launching a Community and Its Member Roles

- Domain Statement and Value Proposition — Securing Agreement on Community Purpose
- Core, Active and Peripheral Roles — Planning Realistic Levels of Participation
- Coordinator and Subject Expert Duties — Splitting Convening From Content Leadership
- Founding Member Interviews — Surfacing Burning Questions for the First Events
- Launch Event Design — Creating an Early Win That Attracts Members

Day 3: Meeting Rhythms and Online Spaces

- Community Cadence Calendar — Balancing Live Sessions, Digests and Quiet Periods
- Online Space Architecture — Structuring Channels, Threads and Shared Libraries
- Question Routing and Response Norms — Ensuring Requests Reach the Right Experts
- Content Curation Rotas — Keeping Shared Resources Current and Findable
- Hybrid Session Etiquette — Including Remote and Field Members Equally

Day 4: Facilitation, Health Measures and Sponsorship

- Peer Assist and Troubleshooting Clinics — Turning Member Problems Into Shared Solutions
- Fishbowl and Open Space Formats — Drawing Tacit Know-How From Quiet Experts
- Community Health Dashboard — Tracking Activity, Reciprocity and Newcomer Integration
- Value Creation Stories — Showing Sponsors How Conversations Changed Practice
- Sponsor Agreement and Renewal Review — Deciding to Grow, Merge or Retire Communities

Day 5: Practising the Community Launch Charter

- Domain Test Replay — Assessing a Maintenance Engineering Network Case
- Role and Cadence Design Sprint — Shaping a Hospital Nursing Practice Group
- Facilitation Rehearsal — Running a Peer Assist With a Challenging Member
- Sponsor Pitch Simulation — Presenting Health Indicators to a Steering Panel
- Community Launch Charter — Domain, Roles, Rhythm, Measures and Sponsor

Applying Communities of Practice Design and Facilitation After the Course

- Run founding member interviews with five practitioners and draft a domain statement for one emerging network
- Set up a community health dashboard for an existing group and share the first reading with its sponsor

Communities of Practice Design and Facilitation Questions FAQ

What is Communities of Practice Design and Facilitation and why does it matter now?

It is the discipline of shaping and running peer groups that share a craft so expertise keeps circulating. It matters now because turnover, hybrid working and crowded collaboration platforms make informal learning harder to sustain without deliberate design.

Which roles gain most from Communities of Practice Design and Facilitation?

Knowledge facilitators, learning leads and network coordinators gain most. You gain methods for every stage from launch to renewal.

How does Communities of Practice Design and Facilitation differ from a general knowledge management course?

It focuses on one mechanism, the peer network, in operational depth. A general knowledge management course surveys strategy, audits and systems; here you design roles, cadences, online spaces and facilitation formats for a real group.

What do you bring back from Communities of Practice Design and Facilitation?

You bring back a charter for one community covering its domain, member roles, rhythm, health measures and sponsor. You also bring facilitation formats rehearsed on engineering and healthcare cases.

Communities of Practice Design and Facilitation: The Way Forward

The Community Launch Charter first informs the sponsor's decision to fund a launch event. Coordinators use it to brief founding members, and steering groups use its measures at each renewal point. After the first quarter, revisit the balance between core and peripheral members, since a community that depends on a few voices rarely outlasts them.