



Need assistance?
Check out our KM resources page or ask the KM Core Team for support.

1. Maintain engagement efforts throughout the research cycle.

This stage of the project is critical for ensuring you and your partners stay engaged. It can be easy to think the communication portion is done as the “action” of your research gets underway, but to avoid surprises, awkwardness or misconceptions, continuous engagement is key. Scheduling annual meetings, quarterly conference calls, presentations and newsletter updates are means of continuing the KM process throughout your research program. Consider accessing the [newsletter template](#) for inspiration or contacting the KM Core Team to facilitate your meetings.

Consider integrating self- and user-assessment into workshops, public engagements, presentations, multimedia content and activities.

2. Create mechanisms for interpretation, reporting, and adaptive management.

Determine whether user needs or capacity have changed throughout the project timeline by establishing opportunities for co-creation of processes and products via formal meetings or informal conversations. Be open to unanticipated outcomes: expect the unexpected. Be prepared to act responsively and undergo problem-solving with users. Manage expectations between your team and end users by maintaining iterative communications throughout feedback, response, and action processes.

3. Document processes to ensure user engagements are effective and archived for future reference.

Collect, track and file relevant supporting documentation:

- Meeting minutes
- Key correspondence both in formal and informal engagements

Document decisions and actions and the successes and challenges associated with them.

Consider using [live-polling](#) software to integrate feedback and evaluation into presentations and workshops. [Access the live polling guide.](#)

Adapt and use the [Workshop Evaluation](#) template.

Adapt and use the [Engagement Tracker](#) for documentation.

Utilize the KM Team’s translation services for: planning and coordination; content analysis and synthesis; review for appropriate messaging, language, methods and messengers; and layout, production and dissemination leadership or subcontractor oversight. Consider using the [Plain-Language Article Template](#) to create research updates.

Solicit KM presentations for internal and external audiences to increase capacity.

The Advisory Committee and/or Terms of Reference established earlier can help navigate differences or changes in expectations.

4. Create opportunities for multimedia content creation throughout your project.

Create open communication with your user communities and gain recognition in public and academic spheres by creating videos, blogs, social media posts, podcasts, or webinars that translate your research processes and knowledge mobilization activities.¹

5. Interpret the results with your partners and collaborators. Communicate your results to a wider audience.

1. Adapted from Research Impact Canada Logic Model 2018.