Breaking Knowledge Silos to Catalyze Culture Change and Unlock Innovation

Collective Harvest (June 4th, 2024)



IMPORTANT LINKS:
AGENDA
CHECK-IN:
CoPs at GSURR (Department at the World Bank)
In Focus
- GROUP 1 - Ede - Leadership Perspectives: Communities of Practice for Change, Innovation, and Competitiveness
- GROUP 2 - Phil - The communities of practice ecosystem: structure, support, measurement, and results

Applying to Your Context
- Group 1 - Successful CoPs
- Group 2 - Learning from the KSBs (Knowledge Silo Breakers)
- Group 3 - Advocating for CoPs
- Group 4 - Maintenance and Sustainability of CoPs

Group 5 - CoPs Tips and Tricks
Group 6 - CoP Measurement and Evaluation
CHECK OUT REFLECTIONS
EVENT CHAT

IMPORTANT LINKS:

- 🎬 Session Recording
- 🎤Virtual Interview with Ede answering a comprehensive list of questions raised in this session
- Community Builders Community of Practice
  - Join the community
  - LinkedIn Group
  - YouTube Channel
- Relevant CoP resources:
  - Communities of Practice at the WB Book
  - WBG CoP Toolkit
  - EU Communities of Practice Playbook
  - Wenger-Trayner CoP Guidebook
- Partners
  - Community Builders in International Development
  - KM4Dev
  - FITO Network

AGENDA

- Check-in
- Welcome, Framing, Agenda
- CoPs at GPSURR (department at the World Bank)
- In focus
- Applying to Your Context
- Check out

CHECK-IN:

Please fill out the table below, providing as little or as much information as you are willing! The purpose is to make visible who else in this virtual room, AND to facilitate connections

outside of the session. Add skills, expertise in the last column IF you'd be open to be contacted by others here who might need such skills and expertise.

YOUR NAME	**YOUR ORGANIZATION AND ROLE [if applicable, and if you are willing to share]**	**YOUR CONTACT [if you wish to be contacted by other participants] => email, LinkedIn, etc.**	**ANY Communities of Practice you are involved with [NAME + URL, if available]**	**OFFERS [EXPERTISE you are willing to share with others, regarding CoPs or broader]**
Rob Hearne	NetScout. Consultant Know' Eng	rob.hearne@netscout.com https://www.linkedin.com/in/rob-hearne-63451718/	Am trying to get a CoP up and running	Challenges in getting Mgmt to buy into
Ede Ijjasz	Eigen Impact Consulting	Ede Ijjasz in LinkedIn	www.communitiesofpracticethebook.com	CoPs and leadership
Teodora Comanita	DearNeighbour	https://www.linkedin.com/in/teodora-irina-comanita/	www.intrevecini.ro	Urbanism, community building
Ezra Mitchell	Mindvalley - Community Operations	https://www.linkedin.com/in/ezramitchell/		Volunteer led In-person global expansion and and localization of events. Building online communities
Gladys Kemboi	University of Illinois Urbana-Champaign/KM4Dev	Gladys Kemboi | LinkedIn kemboigladys23@gmail.com	Passionate member of KM4Dev,Community Builders CoP Africa KM Community, Tacitous	Building and sustaining CoPs at local and global level Building capacity of CoP Champions
Rocio Sanz	Senior KM Consultant KM4DEV / UNICEF	https://www.linkedin.com/in/rocio-sanz/	KM4DEV https://dgroups.io/g/km4dev UNICEF KM Community SIKM	Facilitating, managing and moderating communities and interactive and participatory sessions. / Peer-to-peer support
Liz McLean	Knowsaic	LinkedIn: https://www.linkedin.com/in/efmclean/, www.knowsaic.net	Previously a facilitator at USAID COPs, preparing to contribute and advise to two new groups Member of KM4Dev	Knowledge and information management in international development, communities, collaboration, knowledge sharing through communities, taxonomies, portals, coaching to international development groups on ways to get the most of gen ai from human centered

				SME context
Davide Piga	UNDP Knowledge Advisor	https://www.linkedin.com/in/davidepiga davide.piga@undp.org	Passionate member of KM4Dev and Community Builders. I nurture a number of CoPs for work.	Managing CoPs. Driving KM and collaborative innovation.
Desire Rwodzi	Knowledge management officer	rwodzid@unaids.org	Data for Impact practice	Am here to learn
Phil Karp	KM Consultant	pkarp24@gmail.com	Peer to peer knowledge exchange	
Cely Brunker	Compassion International, CoP Manager	cbrunker@us.ci.org	Internal Compassion CoPs	Here to learn for now
Alice Chautard	Stockholm Environment Institute (weADAPT)	alice.chautard@sei.org https://www.linkedin.com/in/alicechautard/	weADAPT -platform & network for climate adaptation (and supporting other communities of practice around climate adaptation) https://weadapt.org/	Knowledge and information management (climate adaptation), developing dedicated spaces online and microsites for COPs, supporting & connecting people working on climate adaptation, social media. *We support anyone and any organization looking to build COPs, share content on climate adaptation & connect/build collaborations with others.*
Siva Subramaniyam	MAP of Vita - Founder	https://www.linkedin.com/in/siva-subramaniyam/	https://www.mapofvita.org/home	Internal transformation support
Claudia Teixeira	Conte Communities Consulting + World Bank	https://www.linkedin.com/in/claudiateixeira/	Community Builders CoP	Happy to advise on the design and management of strategic communities of practice. Also provide Community Management training and coaching.
Steve Glovinsky	PeerConnect (co-founder	steve@peerconnect.solutions	KM4Dev;	Over 20 years experience mostly with UNDP, building knowledge-sharing networks and Communities
Sophie Lem	FAO - MEAL specialist	https://www.linkedin.com/in/sophie-lem-edition/	Studying the possibility to build one	Am here to learn.
Charlotta Bauer	Human rights	bauerc@unaids.org	CoP of the Global Partnership to	I'm here to learn.

	consultant - UNAIDS		eliminate all forms of HIV-related stigma and discrimination	
Peter Jürg Bury	Symmathesy at Borgo Bazziganta Facilitator & host	profbury@gmail.com https://about.me/profbury	KM4Dev and multiple sharing economy communities	Learning & sharing WASH, KM4Dev, hosting, training, facilitation (IAF member)
Jason Brooks	Global Communities - Director WSSH	https://www.linkedin.com/in/jason-brooks-a0793429/	WSSH (water Security, Sanitation and Hygiene) COP	WASH, SBC
Seble Mezmur	Save the Children, Lead Associate, Communication and Knowledge Management	Seble Mezmur | LinkedIn smezmur@savechildren.org	I manage the IDELA Community of Practice (217 Organizations from 101 countries)	I can share how helpful it has been for Early Childhood Care and Development programs across the globe.
Simon Colnar	School of Economics and Business, University of Ljubljana, Researcher	simon.colnar@ef.uni-lj.si		
Sonet le Roux	Western Cape Government, Business Information and Data Management	sonet.leroux@westerncape.gov.za	KM South Africa DAMA Southern Africa	Information Management Knowledge Management Data Governance
Michelle Morandotti	World Bank - Knowledge Management Consultant	linkedin.com/michelle.morandotti	Inclusive Education Initiative	
Aditi Chandak	WaterAid- Knowledge Management and Learning Senior Manager	linkedin.com/in/aditi-chandak-8394799	KM4Dev Bond KM and Learning	Strengthening learning and knowledge management and building a culture for knowledge sharing and adaptation;
Memouna Toure	UNICEF GUINEA/ Programme Associate	gmtoure@unicef.org	Unicef KM community/SBC and HACT	Mentoring in PA task/Looking also for coaching to broaden my KM competency
Serenat Kivilcim	IMF Projects Officer		KM4DEV	Exchange of best practices in the KM and Community Management spheres
Simon Grant	Various	https://www.simongrant.org	P2P Foundation; Life Itself; Théra	Knowledge Commons, Wikis, human P2P

Marcia Petraglia	Alliance Bioversity - CIAT (CGIAR), Senior Programme Assistant	https://alliancebioversityciat.org/	https://cropontology.org/	Practice share
Tim Vancaudenberg	Colruyt Group (Belgium) - Centre of Excellence Integrated Knowledge & Search	www.linkedin.com/in/timvancaudenberg	SIKM group Dutch (and Belgian/Luxembourg) KM Excellence Network Facilitates some internal CoP's	Soundboarding on CoP's in large organisations, especially retail/production.
Jonathan Norman	Freelance KM	(3) Jonathan Norman, FRSA, FAPM | LinkedIn	SIKM Group, KM4DEV	
Jordan Richards	Founder Tacitous KM	https://www.tacitous.com	https://kmpractitioners.tacitous.com/ Oil and Gas COP's	Bringing innovative technology solutions to NGOs and charities to improve knowledge capture,
Aparajita Suman	CDRI, ADVISOR, KM	Aparajita.suman@gmail.com	Supporting the design & rollout of CoPs at CDRI as a KM initiative	I'm here to learn from global experiences of KM peers and also willing to help others in rollout of KM initiatives.
Sandra Jensson	Knowledge Management Officer	sjensson@worldbank.org	Some internal CoPs	I'm here to learn, but have also been working with CoPs in different capacities over the past 8 years, so happy to exchange ideas!
Melissa Fernandez	Change Management Manager	mefernandez@unicef.org	Internal CoPs on Knowledge and Change Management	
Ilaria Urbani	Senior KM and Results Analyst	i.urbani@cgiar.org	KM4Dev, some IFAD and CGIAR internal CoPs, SIKM	
Martha Giraldo	MINGAnet coordinator	migiraldo@gmail.com	Very much connected to different initiatives	
Daniela Sarzosa	Global Communities - Sr. Advisor for MERL Tech	https://www.linkedin.com/in/daniela-sarzosa-castillo/	Starting a MERL Tech Community of Practice	
Cat-Dan Lai-Smith (she/her/elle)	Advisor, Knowledge Management, Localisation, Save the Children	https://www.linkedin.com/in/catdanlaismith/	Bond KM & Learning KM Institute Alumni CoP KM4Dev SC Localisation CoP (co-lead) SCI Union of KM&L Experts	Developing KM strategy using global CoPs to remove silos, increase technical visibility Sustainable community engagement and learning Learning pathways and

				competencies
Nicole Foster	Knowledge Management and Learning Advisor, Save the Children US	https://www.linkedin.com/in/foster-nicole/	Business Development CoP	
Wiliam Tarpai	UNHCR retiree	linkedin	C4D- WBG training	Moving from words to actions on all Pact of the Future actions
Anna van der Heijden	Knowledge Manager, Biodiversity Practice, WWF International	avanderheijden@wwfint.org and LinkedIn https://www.linkedin.com/in/annavanderheijden/	Many internal conservation communities	Sounding board on other people's efforts to manage community, in particular interested in knowledge management and communities in conservation sector.
Jeff Delmon	World Bank	jdelmon@worldbank.org	PPP, TOD, Infra Finance, Smart Cities	Learning
Erin Zanre	Senior Capacity Strengthening Advisor, WaterAid, UK	erinzanre@wateraid.org	Support learning and KM in various internal org CoPs	interactive and participatory knowledge sharing/learning activities, lessons learned/best practices for CoPs
Tatian Muwanga	Advocacy and Education Manager, KidsOR	tatian@kidsor.org https://www.linkedin.com/in/dr-tatian-muwanga-36267b25/		Looking to start my own CoP, learn more, and engage others.
MacLain Christie	Co-Founder at Inqwire, PBC	https://www.linkedin.com/in/maclainchristie/ (maclain at inqwire.io)	SIKM	Expertise in tacit knowledge elicitation, modeling, and exchange using software-guided processes. Design/facilitation/training for psychologically safe and inclusive group/peer inquiry formats for tacit knowledge exchange. (sorry had to leave early but would love to connect more later!)
Ivan Butina	KM Manager, UNICEF	https://www.linkedin.com/in/ivanbutina/	UNICEF KM Community	CoP building, CoP management
Ray Eisenberg	RME Consulting	https://www.linkedin.com	Community Builders CoP Group,	Building communities of practice

		/in/rayeisenberg/	KM4Dev	
Arno Boersma	KM advisor to various Dev Orgs	https://www.linkedin.com/in/arnoboersma\	Several, like this one, SIKM, KM4Dev, IFI CoP, …	Human-centered KM
Ann Hendrix-Jenkins	Better Together Consulting / Full Spectrum Coalition	https://www.linkedin.com/in/ann-hendrix-jenkins-43437610/	KM4Dev, Full Spectrum Coalition, the WB COP,	Community-led Development, Facilitation, Movement Building, Teal Organizational Development
Mimi Byun	University of North Texas	LinkedIn mimibyun@my.unt.edu	PhD candidate in Information Science/Multiple research groups inside and outside my institution	Interdisciplinarity in SDG research (my diss); Investigating science (metascience); Applying participatory methods (internationalism) and systems innovation in research
Alyson Penrose	Knowledge Management Specialist at Global Communities	apenrose@globalcommunities.org https://www.linkedin.com/in/alyson-penrose/	Internal CoPs at Global Communities including leading an Early Career Professionals COP Community Builders CoP	Starting internal CoPs
Yuan Qin	Education intern, UNICEF	https://www.linkedin.com/in/yuan-qin-343a4a80/		
Daria Shubina	KM Specialist, UNICEF NYHQ Polio SBC Programme	https://www.linkedin.com/in/shubinadaria/ dshubina@unicef.org daria.o.shubina@gmail.com	UNICEF KM Community Would like to join other CoPs!	I'm here to learn and connect with other KM professionals
Aleša Saša Sitar	School of Economics and Business, University of Ljubljana, Slovenia, Assistant professor	https://www.linkedin.com/in/sasasitar/	No	Knowledge sharing and knowledge hiding; Individual learning
Parimalla(Pam) Gounder	Independent Consultant: People, Wellbeing and Leadership	www.linkedin.com/in/pamgounder parimallag@icloud.com	Yes, initiated the leadership CoP at BDO International	How to work with CoPs and wellbeing in collective healing and leadership. What is the role of storytelling in a CoP
Ian Thorpe	Chief of Organizational Learning and KM, UNICEF	Ian Thorpe | LinkedIn	UNICEF KM community, digital workplace and other internal communities. External: KM4Dev, Multi-Donor Learning Partnership	
Dulce Govea Aguilar	Knowledge and	https://www.linkedin.com	Liberating Structures DC	How to design/implement a

	Learning Officer, IEG-WBG	/in/dulcegovea/	& Community Builders in International Development	learning program for your CoP
Lu Lu	KM Consultant, UNICEF	https://www.linkedin.com/in/lu-lu-36577015b/	UNICEF KM community	Here to learn
Boco Abdul	KM Specialist UNICEF Nigeria	https://www.linkedin.com/boco-edet-abdul-26666239	UNICEF KM community, digital workplace and other internal communities. External: KM4Dev	Internal communications, Knowledge Management for Planning, Monitoring and Reporting of Programmes/ Projects
Aline Souza	Community Manager, WEX Inc.	https://www.linkedin.com/in/alinepsouza/	Starting an internal Tech Managers CoP	Here to learn. My skills are related to Project Management, Agility, People leadership
Laura Pike Seeley	Knowledge Program Manager, HKS, Inc.	https://www.linkedin.com/in/lpikeseeley/	SIKM Community	Digital workplace experience, taxonomies and ontologies, change management and change communications, knowledge management
Thina Skosana	Knowledge Manager: Department of Cooperative Governance South Africa	ThinavhuyoN@cogta.gov.za		Knowledge sharing, use of various strategies to enhance learning and sharing in an organisation
Adriana Jacinto	Coordinator, KM and Library Team, UN Human Rights	adriana.jacinto@un.org		Enjoy facilitation of knowledge sharing, community building, strategic planning events; always happy to learn and explore.
Purity Kanyiru Mathita		puritymathita@gmail.com		Here to learn about KM CoP and network.
Ann Okyere	Community Sharing and Support Associate at Tostan	Ann O. | LinkedIn okyereann@gmail.com christie-annokyere@tostan.org	LAFIA Community of Practice Community Builders in International Development community	Here to learn more on management of community of practice and how to maintain the membership.
Maria Mercedes Morán	Knowledge Project Coordinator - Cementos Progreso	María Mercedes Morán | LinkedIn		Here to learn about the CoP and how to maintenance them

Emily Leonard	Head of Knowledge & Insights at TERN	https://www.linkedin.com/in/emily-leonard-4a117a96/	KM4Dev SIKM	Here to learn how to apply CoP best practices to smaller orgs
Peter Griffiths	Global Platform for Sustainable Cities (GPSC), World Bank	https://www.linkedin.com/in/petergriffiths0/	https://www.thegpsc.org/	In the process of refreshing existing KM and launching a new program so a good opportunity to be exposed to ideas
Zarko Palankov	Many :)	https://www.linkedin.com/in/zarkopalankov/	Community Builders in International Development	Self-managing organizations, organizational development, org design

CoPs at GSURR (Department at the World Bank)

PLEASE WRITE YOUR QUESTION(S) BELOW:

- Clarification of the term CoP => ANSWER: Community of Practice: *"group of people who share a concern or a passion for something they do, and learn how to do it better as they interact regularly"* (Etienne Wenge,,,,r)
    - Thanks
- How do you measure the impact (further than the transfer of knowledge) to a behaviour change that leans in stronger to early adoption of CoPs(Parimalla(Pam)?
- How strictly were CoP's assigned to the different steps? Were there explicit expectations about time to reach the next stage?
-
-

PLEASE WRITE YOUR KEY INSIGHTS BELOW:

- "Knowledge is everywhere action is taking place."
- The value of moving to systematic, results-focused knowledge exchange.
- Love the gardening approach!
-

In Focus

Choose your breakout room based on the TOPIC or PERSON you want to hear more from, and engage with.

GROUP 1 - Ede - Leadership Perspectives: Communities of Practice for Change, Innovation, and Competitiveness

- **Watch this 🎤Virtual Interview with Ede answering this comprehensive list of questions raised in this session**

Write your questions here:

1. What is the one thing you would do differently if you could start over?
2. +1 Where did you run into roadblocks in building CoPs at the World Bank and how did you overcome them? Where were the failures and why do you think they happened?
3. How did you incentivize knowledge sharing? What is the secret sauce to keep a CoP active and to engage a majority of members?
4. How to bring leadership on side to properly resource and invest in CoPs when there is little understanding/evidence of the actual value they can make for the org before they start - have shown value from broader evidence
5. How do you ensure everyone is committed to mobilizing the resources? How do you address the unhealthy competition among the CoPs when allocating resources?
6. How did you ensure the CoPs were creating solutions that aligned with the overall organization's goals?
7. What are some practical activities that can be used to foster engagement? Other than getting people together through events
8. Are CoP limited to an IM channel, e.g. WebeX teams or does it go beyond and if so how do you govern, shape, promote it?
9. I'm a comms and KM professional in a start-up team where most of us - especially the director - are too busy to write down lessons, let alone describe what we're doing or planning to do (I'm exaggerating a little). How to overcome this hurdle?
10. How do you assess the effectiveness of CoPs?

Write your key reflections here:

- Way to connect/align people from different timezones
- The importance of designing and planning CoPs, but purposely designing space for adaptation over time and depending on the people involved.
- Combine fun and technical: solve real problems in a fun way, but with clear purposes.
- Leverage CoPs to design conferences and learning solutions

GROUP 2 - Phil - The communities of practice ecosystem: structure, support, measurement, and results

Write your questions here:

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1. How does one manage the “Boundaries of a CoP” and how does one deal with the “end of a CoP”
2. Are the CoPs for Boards- as part of the leadership continuum?
3. What are the essential components of an *ecosystem*? How is it different from a ‘non-ecosystem’ approach?
4. What are exactly the support and resources that KM specialists can provide to ensure the sustainability of CoP?
5. Is there a network or a place where you can find the participating COPs initiatives?
6. How do you ensure alignment between the goals of communities of practice and the overall strategic objectives of the organization?
7. Is there any difference in offline VS digital CoPs, especially in global settings like large UN programmes?
8. Which tool do you use for sharing and receiving comments for the peer reviews?
9. How do you create psychological safety in the community to ask and answer tough questions and learn from less successful work?
10. Do all COPs need to be formalized?
11. What is the training of CoP leaders?
12. What NOT to do when first establishing a COP (lessons learned).
13. Over 300 communities? How large are they (average)? Are they all being effective?
14. Thanks Phil. Do you still believe that the community management function is essential and should be a separate role with the current trends in technology which can simplify communities?
15. Are Community managers a paid position as core staff?
16. Has anyone in this space integrated the thinking of Elinor Ostrom around “commons”, and other more recent pioneers of the commons?
17. What are some of the effective and meaningful ways to reward/recognize members of a COP for their contribution?
18. How do you motivate people to participate in sharing the knowledge, given that it’s perceived as an additional workload, or, on the contrary, smth that is not mandatory – thus, not prioritized?
19. What metrics or measurements should be used to evaluate the performance and outcomes of CoP initiatives?
20. What are the quantitative outcomes that can be utilized to prove the usefulness of CoPs to top management in private and public sector organizations?
21. You mention that the cops have their own indicators, can you give me an example of what are those indicators?

Write your key reflections here:

- Highly structured process for establishing and managing a CoP
- Peer reviews, community managers and dedicated resources are key
- Create a robust M&E system, if possible with a bottom-up approach
- Engage community members, look at the practice and give them the opportunities to lead processes, such as lessons learned, etc "That program was essential to many of us to build our community management skills."
- Professional recognition is important, provide kudos and recognition to those involved - Allow suggestions of new communities where to play a leadership role - create support environments for learning and exchanging good practices - engage members in fun and interesting activities - Seek satisfaction, make use
- Tangible outcomes that the CoPs generated: urban scapes - focused on how to make cities more liveable - started as a group of people who have a good idea….

Applying to Your Context

Breakout groups instructions:

- CHOOSE YOUR ADVENTURE: pick a room based on the topic that interests you the most
- Spend 2-3 minutes introducing yourselves, and be sure to mention any CoPs you are part of, or are leading / managing / facilitating in some way
- Please add 3-5 bullets in the space below corresponding to your group, highlighting the key insights from your conversation

Group 1 - Successful CoPs

Can you describe a particularly successful Community of Practice (CoP) in your organization?
DRIVERS OF SUCCESS - What factors drove its success?
DEFINING SUCCESS - ...and how do you define success for a CoP? What criteria do you use to determine that one CoP is more "successful" than another?

Notes:

- Important to help community members address practical challenges they are facing in their work
- Sustained engagement needs active support and nurturing
- Don't focus on making all the engagement on a specific platform

Group 2 - Learning from the KSBs (Knowledge Silo Breakers)

How do CoPs in your organization compare to the KSBs you just learned about? What are the key differences in their conceptualization and execution? What insights can you gain from comparing these two approaches that might help you or others build more effective and impactful CoPs?

Notes:

- Important to have dedicated resources to support CoP management
- Starting with an impact framework - thinking from the beginning about the purpose of convening and outcome desired and designing activities around this - identifying common challenges want to learn to do better together
- Rewarding participation/using CoP as a professional development opportunity that is recognized
- Key difference - Lack of understanding/support from leadership - don't understand knowledge management or value of CoPs and it being seen as an add-on/more work for participants (even when participants are interested in participation, hard to carve out time for meaningful engagement) - top-down directives can undermine the effectiveness of CoPs, being used for coordination, reporting/don't align with best practice

Group 3 - Advocating for CoPs

How "advanced" is your organization in terms of having an ecosystem of CoPs, or leveraging CoPs to drive knowledge sharing, collaboration and innovation? What value does your organization currently place on CoPs?? Based on what you heard so far, what are some ideas about how to advocate for the value of CoPs in your organization? How might you or others raise the visibility of CoPs among senior leaders in your organization?

Notes:

- KM is not about technology, it's about capturing and utilizing the human element of knowledge.
- AI's value depends on the quality of input, emphasizing the importance of building tacit knowledge within communities.
- NGOs demonstrate a simpler approach than large International Organizations, prioritizing open communication and knowledge sharing, a perspective that could have revolutionized past work.
- A WhatsApp group is not a CoP (lots of limitations!), but it could be the start of one

Group 4 - Maintenance and Sustainability of CoPs

How to maintain the relevance of a CoP and its members engaged? What approaches have you applied - or are you aware of - with gauging the 'success' and sustainability of a CoP? How to measure and showcase impact?

Notes:

- Work with the Core Group - include two very different coordinators - provide support for the mobilization of the community; find subgroups and leaders for those groups
- Carry out activities that are surprising and engaging
- Consider all different time zones and community members outside HQ
  Use different tools, but select those that create fewer barriers, use, try, fail, and learn how the dynamics of the group take you, Viva Engage can be a useful tool

Group 5 - CoPs Tips and Tricks

Got questions or burning issues about your communities of practice? Join this breakout room for a peer-sharing session. Exchange tips, tricks, and best practices with fellow participants to enhance your CoP experience.

Notes:

- Avoid presentations and one-way communication - make it as interactive as possible. Trust the group's expertise - focus on designing activities that harness it (or bring in external knowledge holders to share/create opportunities for exposure to new ideas)
- Draw on the understanding of how the brain works/adult learning to avoid common pitfalls - things have to be interesting, engaging, and unexpected to stay engaged
- Ensure topics are relevant to the community - community members define the agenda
- Participatory activities: https://www.liberatingstructures.com/ls/

Group 6 - CoP Measurement and Evaluation

What are the desired outcomes for your CoP and how do you measure them? What quantitative and qualitative metrics do you use? How does the CoP report its results?

Notes:

- Surveys: including stories/experiences (qualitative)
- Quick CoP effectiveness evaluation tool 👍
- Three areas for evaluating CoP success: **Engagement** of members,,

  Effectiveness for members, and **Effect** on the wider ecosystem (reference)

- Community Health Metrics and Community Impact Indicators (WB CoP Toolkit)
-

CHECK OUT REFLECTIONS

What's your SIP (simple, impactful, portable) you are leaving with?

- The complexity of where organizations find themselves in and rapid turnover staff CoP need to be on the strategic knowledge and people agenda
- Budgeting for CoP
- Thank you very much for this session. Overall I found it very useful. In particular, the points brought up on the importance of bottom-up and the M&E framework. As was mentioned, knowledge is indeed everyone's business! 🙂
- Digital CoPs require a lot of nurturing – it would be great to know how to make CoP building more sustainable
- "No to hoarding knowledge!"
- Design CoPs with impact framework
-

What worked well in today's session?

- Practice sharing
- Everyone involved was very well prepared and worked great together
- Great to hear real-life, practical solutions to relevant barriers faced in COP management
- Great to hear directly from the book's authors
- I liked the speed and atmosphere overall
- Connecting with participants – at least through the Google doc
- Practical sharing of how-to's, real examples
- THANK YOU to the team behind this event for this first of many great steps to spark a genuine interest in why CoPs are an organizational asset both for longevity and knowledge incubation

What could be even better?

- Allocate more time for the breakout sessions
- **There were some civil society organizations on the call and it will not only be great to connect as peers here, but a greater value-add will be understanding what are the CoPs in our sector that are taking off in particular(advocacy, campaigning, fundraising and collective care/wellbeing). I think that donors will find this approach welcoming too. +1

- Consider using Mural or a different knowledge capture platform instead of Google doc for next time - (*Great idea*) – I would also suggest to have a look at *Miro*
- It would have been good to have more time for practical reflections, how-to, tips etc. The most interesting bit for me was the practical tips shared in breakout rooms, so would have been good to have more time!
- More time to discuss
- Too short for such a comprehensive topic, unfortunately, I could not get any meaningful takeaways from the key speakers – it felt almost like a race
- Ditto to the above, although I managed to get a few good ones to think about.
- Would be great to investigate if there is a more effective way of finding the key topics that people are interested in beforehand, and therefore having the optimal breakout groups based around live topics of interest
- Greater span of break-out rooms, more facilitation, more time for feedback
- The partnership between technology and people collaboration is as exciting as it is challenging and for many of us who are new to CoP I think it will be worth it to delve into the intersections and synergies of CoPs

EVENT CHAT

15:47:28 From Gladys Kemboi to Everyone:
Hi everyone!
15:57:41 From monika@weber-fahr.de to Everyone:
Would love your playlist..
15:58:30 From Zarko [he/him], Madrid to Everyone:

https://open.spotify.com/playlist/2xFFt4frGUSQXvygNKyahv?si=cb30446f050b4af0
15:58:32 From Ezra Mitchell to Everyone:
HI everyone from Lisbon
15:58:55 From rob hearne to Everyone:
Hi From west of Ireland!
15:59:00 From Aparajita Suman to Everyone:
Hi everyone. This is Aparajita from India.
15:59:03 From Ezra Mitchell to Everyone:
Hi Ray!

15:59:21 From Peter Jürg Bury | Italy to Everyone:
Hi from the Colli Bolognesi, Italy
15:59:46 From Kate S. McCleary (she/her) to Everyone:
Greetings from Madison, Wisconsin, U.S.
15:59:49 From Liz McLean (she/her) Maryland US to Everyone:

Good day from Maryland USA!
16:00:10 From Ede Ijjasz to Everyone:
Welcome everybody! Great to see you all here. Ede, from Washington DC
16:00:17 From Sophie Lem to Everyone:
Hello from Rome!
16:00:50 From Sonet to Everyone:
Hello Everyone, from Cape Town, South Africa.
16:00:57 From Gladys Kemboi to Everyone:
Gladys Kemboi, joining from West Virginia
16:01:06 From Jason Brooks/GC to Everyone:
Hi Everyone from Southern California.
16:01:10 From Beverly to Everyone:
Hello everyone from Nairobi, Kenya
16:01:30 From Alice Chautard to Everyone:
Hello everyone! I'm joining from Oxford UK, as part of weADAPT (Stockholm Environment Institute)
16:03:04 From Cat-Dan Lai-Smith to Everyone:
Hi all, I'm Cat-Dan, KM Advisor for Localization at Save the Children (based in Canada). Can you please share the link to the doc you're looking at?
16:03:35 From Jordan Richards to Everyone:
Hello Everyone. I'm joining from Malaysia
16:03:55 From Ann to Everyone:
I love Brenda Fassie! Ann Hendrix-Jenkins

16:04:19 From Purity Mathita to Everyone:
Hello, I am Purity Mathita joining from Kenya
16:04:32 From Gladys Kemboi to Everyone:
I love the song.Shall we dance
16:05:25 From Liz McLean (she/her) Maryland US to Everyone:
fabulous music - from this music performance undergrad
16:09:23 From Zarko [he/him], Madrid to Everyone:
Shoutout to Building Belonging! Definitely check out this session which Beverly mentioned, if you can!
16:09:50 From Beverly to Everyone:
🎪 Join the 🕹️ Festival Arcade:
Our WhatsApp Group where we will continue to connect throughout the festival: https://tinyurl.com/festival-arcade

🎈 Get your Festival Tickets

Other Festival events you might like:

📖 Networks Storytelling: Captivating Your Members, Funders & Partners: Wed 5 Jun

💡How to Facilitate Deep Learning Spaces for Systems Change: Wed 19 Jun

🌐 *Reimagining Mapping: Networks for Systems Transformation: Tue 20 Jun*
16:10:17 From Rocio Sanz to Everyone:
Link to our google doc: https://docs.google.com/document/d/1FjbiFRUt7VukqmXnXqbaO-RUwpJ60pRndbZFL3ffHCM/edit

16:19:02 From Saskia to Everyone:
thanks! Saskia from Germany here.
16:27:37 From Cat-Dan Lai-Smith to Everyone:
Completely agree Ede
16:29:04 From Amos Leuka to Everyone:
Greetings everyone. Amos Leuka From Loitahills. Kenya

16:31:21 From Aparajita Suman to Everyone:
Very true...in the clamour to get the best technology out there, professionals forget the people aspect of KM.
16:34:44 From Claudia Teixeira | Brazil to Everyone:
Please add your questions or insights about this presentation in this section of the shred doc: https://docs.google.com/document/d/1FjbiFRUt7VukqmXnXqbaO-RUwpJ60pRndbZFL3ffHCM/edit#heading=h.j0k4llhk7qu5
16:36:11 From Simon Grant to Everyone:
Great point that IT doesn't solve the problem by itself
16:36:38 From Laura Pike Seeley to Everyone:
Yes, a common trap is to think a tool can solve a people/process issue.
16:37:09 From aokoye to Everyone:
I love that..design your KM system at the beginning of a project/initiative itself..so capturing and sharing can happen simultaneously
16:38:11 From Jordan Richards to Everyone:
KM existed before digital technology and AI, and that's coming from a Technologist.. tech is just an enabler for KM. and that's why I believe now more than ever - knowledge retention and transfer is important.
16:38:15 From Naka to Everyone:
"Knowledge is everywhere action is taking place".....I love that
16:38:43 From aokoye to Everyone:
Replying to "Yes, a common trap i..."

and it can if the tool is deployed at the right time and if people using the tool are informed about how it works before it is deployed and what's in it for them
16:40:13 From Diana Ugalde (she/her) to Everyone:
Hi, can we get the link to the book, is it in pdf version and available online?
16:40:41 From Claudia Teixeira | Brazil to Everyone:
Here is the book website: https://communitiesofpracticethebook.com/
16:40:55 From Claudia Teixeira | Brazil to Everyone:

You can also find it on Amazon

16:41:06 From Diana Ugalde (she/her) to Everyone:

thank you

16:42:16 From Laura Pike Seeley to Everyone:

Psychological safety is key

16:42:19 From monika@weber-fahr.de to Everyone:

Hi there - regrettably I now have to leave before the break-out rooms start… the joys of travel, oh my! Much hoping to be able to stay engaged…

16:42:30 From Tony Mwebia to Everyone:

Tony Mwebia, from Men End FGM Foundation in Kenya

16:42:40 From monika@weber-fahr.de to Everyone:

Replying to "Psychological safety..."

Indeed, this is an often under-discussed role of communities of practice!

16:42:54 From Claudia Teixeira | Brazil to Everyone:

Replying to "Hi there - regrettab..."

Thank you for joining Monika

16:43:12 From Claudia Teixeira | Brazil to Everyone:

Replying to "Hi there - regrettab..."

Have a safe flight

16:44:50 From Mich-Seth Owusu to Everyone:

Congrats to you Ede, Monica, Phil! Your work continues to inspire the need for communities in international development. The World Bank CoP toolkit is used across international development.

16:45:32 From Mr William Tarpai to Everyone:

Ede Ijjasz - all true - great presentation - speeding up the pace for achieving successful SDG outcomes needs lots more flowers bloomin

16:47:55 From Ann to Everyone:

Thanks, so rich!

16:48:16 From Emilie Fokkelman to Everyone:

I took the WB CoP Management course in 2018, and still use lots of insights from it in my current work. I love that those insights are so universally applicable. Congrats to the authors for this helpful and excellent book!

16:48:49 From Anjolie Sancia Okoye to Everyone:

sorry colleagues..will have to skip the breakout room as I have another meeting in person!

17:15:24 From Gladys Kemboi to Everyone:

I like the idea of @Ede Ijjasz emphasizing bringing people who can mobilise resources for the Community. Very crucial for sustainability

17:15:24 From Tony Mwebia to Everyone:

Hello, I have to leave now it was nice E-meeting everyone.

For more about me https://tonymwebia.co.ke/tony-mwebia/

17:16:45 From Dulce Govea | Mexican in US to Everyone:

I like the idea of a bottom approach through the involvement of young staff and consultants

17:17:25 From Jordan Richards to Everyone:

I think it is essential to encourage knowledge sharing and to recognize that knowledge hoarding doesn't actually benefit the individual or the community's goals. Many individuals perceive knowledge hoarding as a path to job security, and we must demonstrate and lead people to find value in Communities.

17:17:26 From Dulce Govea | Mexican in US to Everyone:

I also think is very important to train SMEs that will be CoP manages to build their skills for community management.

17:17:30 From Gladys Kemboi to Everyone:

Shoutout to Ivan Butina, Ray and Rocio they have gone their way in supporting and building various Communities in Africa!

17:18:32 From Ede Ijjasz to Everyone:

I think it is essential to encourage knowledge sharing and to recognize that knowledge hoarding doesn't actually benefit the individual or the community's goals. Many individuals perceive knowledge hoarding as a path to job security, and we must demonstrate and lead people to find value in Communities.

Indeed. And this was part of our behavioral and cultural change process. Hoarding was frowned upon in our department!

17:19:07 From Ivan Butina to Everyone:

Leading a CoP is a great leadership experience for young(er) professionals. Former CoPs leads benefited a lot from that experience as they advanced in their careers.

17:30:02 From Claudia Teixeira | Brazil to Everyone:

Here is the direct link to the refelctions in the google doc: https://docs.google.com/document/d/1FjbiFRUt7VukqmXnXqbaO-RUwpJ60pRndbZFL3ffHCM/edit#heading=h.42agbtutpchr

17:30:11 From Emilie Fokkelman to Everyone:

Leading a CoP is a great leadership experience for young(er) professionals. Former CoPs leads benefited a lot from that experience as they advanced in their careers.

So true!

17:30:12 From Beverly to Everyone:

🎈 Register for Upcoming Festival Sessions

🕹️ Join the Festival Arcade on WhatsApp to continue connecting throughout the festival

🛒 Exchange offers & needs in the marketplace
17:30:30 From rob hearne to Everyone:
Reacted to "🎈 Register for Upco..." with 👍
17:30:58 From Mr William Tarpai to Everyone:
Check out the 22 NEW jobs this week. On UN 2.0 platform on Linkedin
17:31:10 From Beverly to Everyone:
🎪 Join the 🕹️ Festival Arcade:Our WhatsApp Group where we will continue to connect throughout the festival: https://tinyurl.com/festival-arcade
17:32:16 From Ann to Everyone:
Thanks everyone--this was wonderful!
17:32:20 From rob hearne to Everyone:
Thank you all so much. Looking forward to more discussion and dialogie
17:32:30 From Emilie Fokkelman to Everyone:
Thanks so much for the session!!
17:32:31 From Berrin Avsar to Everyone:
Thank you so much
17:32:32 From Aline Souza to Everyone:
Thank you! I loved it!
17:32:33 From Marcia Petraglia, Montpellier, France to Everyone:
Many thanks!
17:32:34 From Desire Rwodzi to Everyone:
thanks all for this wonderful session
17:32:34 From Cat-Dan Lai-Smith to Everyone:
Thank you for this time, it was great!
17:32:34 From Alyson Penrose to Everyone:
Thank you! This was a great session.
17:32:39 From Ann to Everyone:
Thank you
17:32:41 From Dulce Govea | Mexican in US to Everyone:
Thanks all!
17:32:43 From Dulce Govea | Mexican in US to Everyone:
great session
17:32:47 From Ian Thorpe (UNICEF) to Everyone:
thanks!
17:33:26 From Jordan Richards to Everyone:
Nice to meet you all! Have a wonderful day.
17:34:01 From Mr William Tarpai to Everyone:
Thank you to everyone involved in this presentation