



FSN Network 2016 Knowledge Sharing Meeting:
Strengthening connections: inquiry, innovation & implementation


KNOWLEDGE MANAGEMENT: LEARNING AND SHARING WITHIN GLOBAL ORGANIZATIONS

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The background is a teal-to-blue gradient. In the corners, there are white line-art illustrations of circuit boards with various paths and nodes. A small yellow speech bubble icon is located in the top-left corner.

INTRODUCTIONS & ICEBREAKER



- **Vision:**
A world in which people are empowered to succeed in the global economy
- **Mission:**
To promote economic opportunities for cooperatives, enterprises and communities worldwide through the application of sound business practice

- **Vision:**
Our vision for every child, life in all its fullness; Our prayer for every heart, the will to make it so
- **Mission:**
World Vision is a Christian relief, development and advocacy organisation dedicated to working with children, families and communities to overcome poverty and injustice

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SESSION OBJECTIVES



During the session, we will:

- 1. List 2–3 commonly faced challenges for Knowledge Management (KM)/Learning practitioners in global organizations**
- 2. Discuss best practices and lessons learned as they relate to your organization**
- 3. Identify one best practice you can implement in your organization**

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GROUP ACTIVITY 1

- CHALLENGES

Instructions

- Identify a writer and a reporter from your group
- Divide the flipchart into two columns, like a “T” and write “Challenges” on the top left
- As a group, discuss and agree on three challenges for KM and learning (10 mins)
- Report back

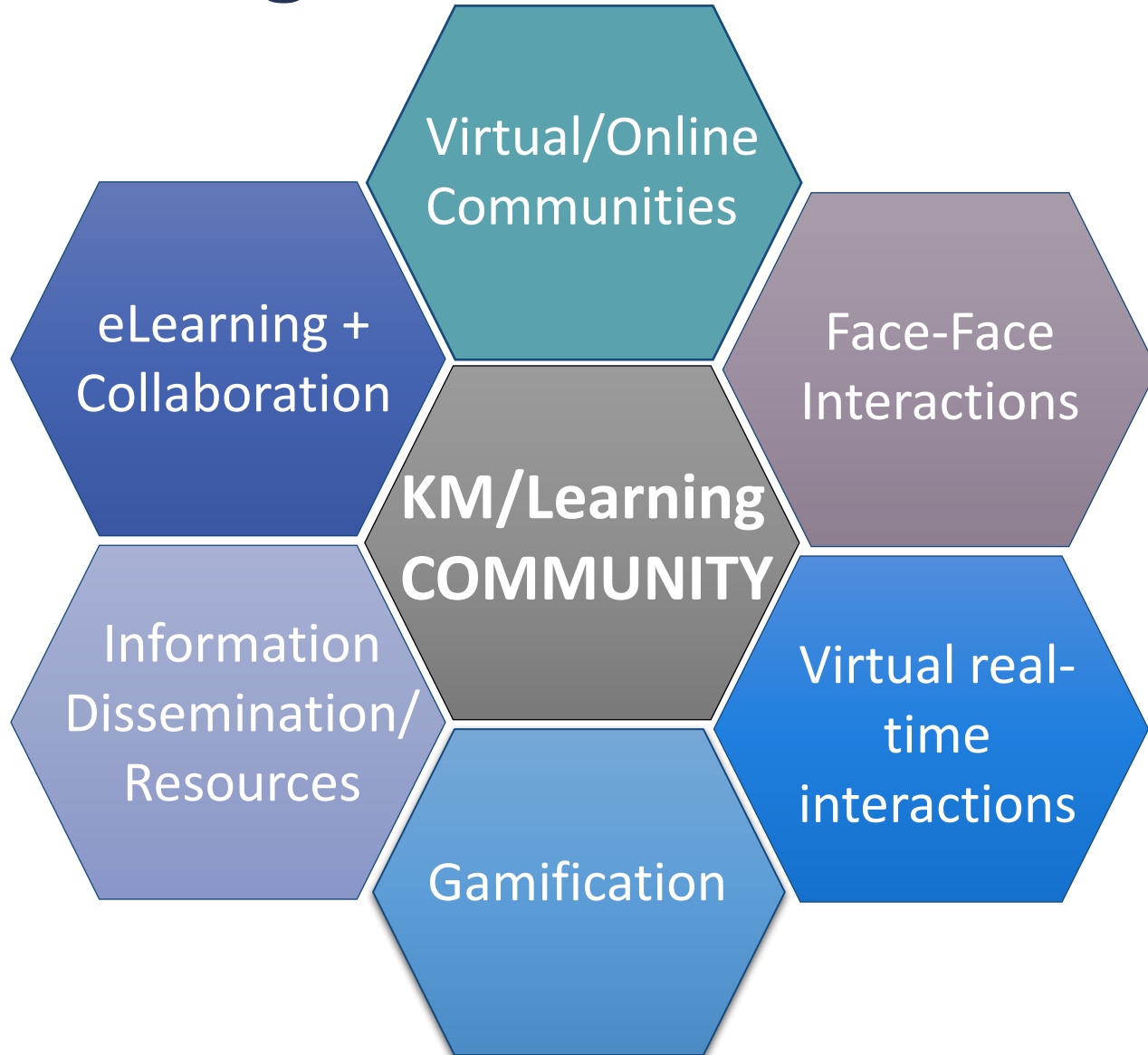
Example)

Challenges	

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OVERVIEW

The Building Blocks





Some KM and Learning and Challenges

- **Time**

- Time management for staff: work vs. learning and collaboration
- Time zones

- **Global presence = Learner diversity**

- Diverse cultures/religions
- Multiple languages
- Learning styles
- Training and collaboration needs

- **Technology and infrastructure**

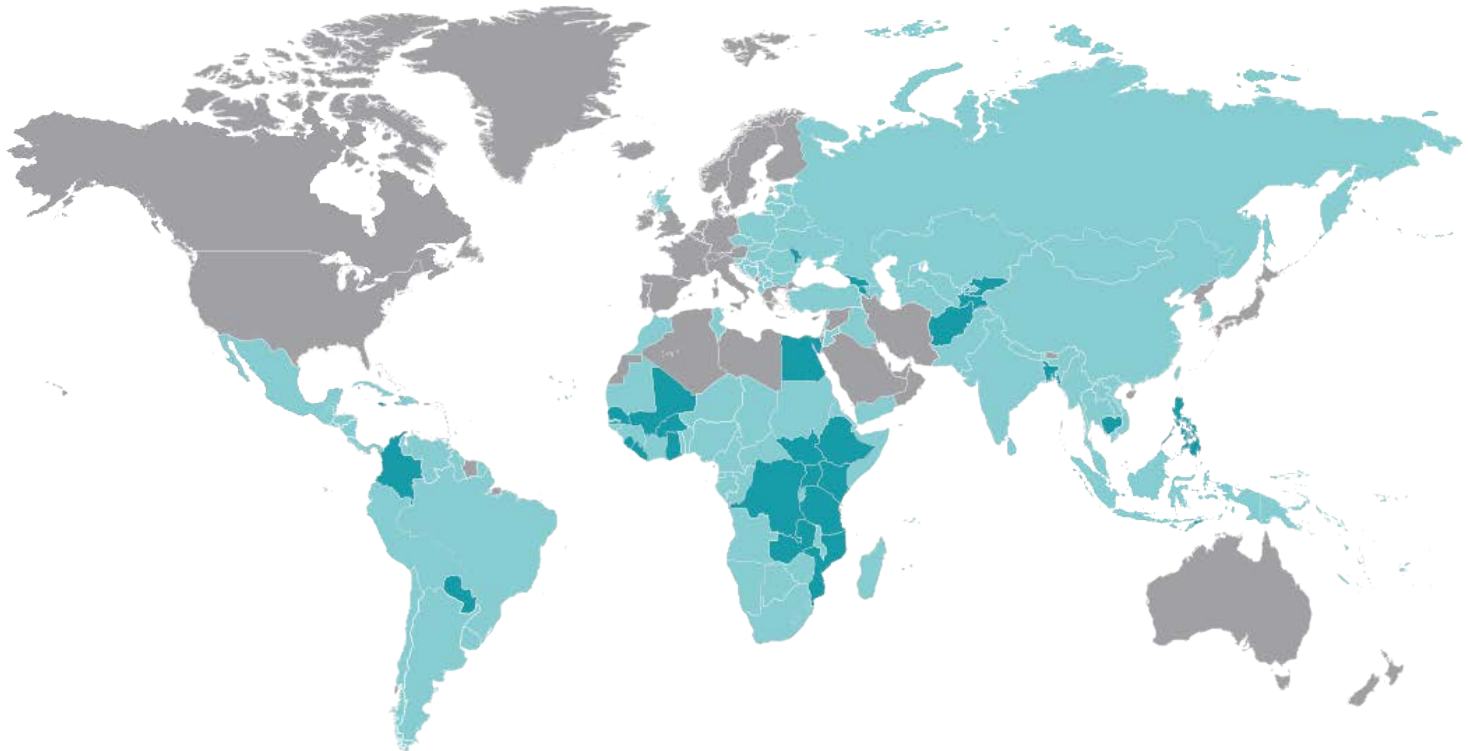
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CASE STUDIES

- ACDI/VOCA
- WORLD VISION

ACDI/VOCA's Case

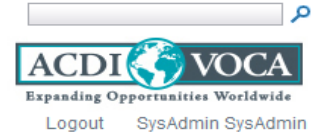
Challenge: Achieving cross-organizational collaboration and learning in a global and diverse organization



ACDI/VOCA Engagement Strategies – Success with Communities



ASPIREglobal



Home

My Learning

Operations

Communities

Toolbox

My Team

Temporary

Search:



B In Case You Missed It (formerly AHA! Moments)

61 Items

Last Entry: January 11, 2016 9:13 AM

B A Successful Community - tips, tricks, and thoughts!

Information, guidelines, and tips and tricks for a successful ASPIREglobal community.

10 Items

Welcome to ACDI/VOCA's Communities and Work Groups

Welcome to ACDI/VOCA's communities of practice and work groups. The links below will take you to collaborative work spaces of both our formal communities, such as the gender, climate change and M&E, as well as work groups like the learning coordinators and Agresso planning team.


These spaces are meant to provide people with the targeted information, resources and discussions needed to build ACDI/VOCA's skills, knowledge and learning to further high-quality programs and innovative tools and interventions.

If you'd like to add a community space or work group, please contact Aina Irbe (airbe@acdivoca.org).

 **COP** Chiefs of Party Community

 Agriculture

 Awards Management Services

 Catalyzing Investment

 Climate Change



ACDI/VOCA Engagement Strategies – Success with Learning Champions



ASPIREglobal

ACDI VOCA
Expanding Opportunities Worldwide
Logout Aina Irbe

- Home
- My Learning
- Ask an Expert
- Operations
- Communities
- Toolbox
- My Team

Learning Champions Group > Forum for Learning Coordinators

Forum for Learning Coordinators

Create Post

First | Previous Page 1 of 4 Next | Last

Thread	Author	Replies	Views	Last Post
December 2015 ADVANCE Newsletter	Adwoa Sey	0	1	Dec 16, 2015 at 8:26:16 AM by Adwoa Sey
Learning Champion December 15 2015 meeting recording and summary	Aina Irbe	0	0	Dec 15, 2015 at 1:42:37 PM by Aina Irbe
November Learning Champion update, summary, and Skype for Business	Aina Irbe	0	2	Nov 30, 2015 at 4:30:09 PM by Aina Irbe
How have you used Aspire?	Eileen Barber	0	2	Nov 26, 2015 at 1:39:59 PM by Eileen Barber
Learning Champion touch base recording - November 17	Aina Irbe	1	4	Nov 17, 2015 at 7:59:55 PM by Eileen Barber
eCornell courses available!	Maura Booker	2	5	Nov 4, 2015 at 11:59:31 AM by Francis K. Rogers

Popular Tags

ACIP¹ ASPIREglobal² Diversity¹

EthicsPoint¹ LAUNCH¹

Learning Champions 13

Office 365¹ SPEEX¹ SharePoint¹ communications and outreach¹

eCornell³ ethics⁶

learning champion challenge 18

skype for business²



ACDI/VOCA Engagement Strategies – Success

- **Learning Champions (LCs)**
 - One for each project
 - Learning Champion community
 - Once a month live meeting through Adobe Connect/Skype for Business
- **Role of LC**
 - Communicate with Staff Learning and Development (SLD) team
 - Learn about ACDI/VOCA systems and available resources
 - Help motivate project staff to use it/provide on site assistance
 - Participate in yearly Learning Champion Challenge

ACDI/VOCA Engagement Strategies – Lessons Learned



ASPIREglobal



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My Learning

Ask an Expert

Operations

Communities

Toolbox

My

Ask for Help

Ask

Use your question or problem to our experts

Trending Topics

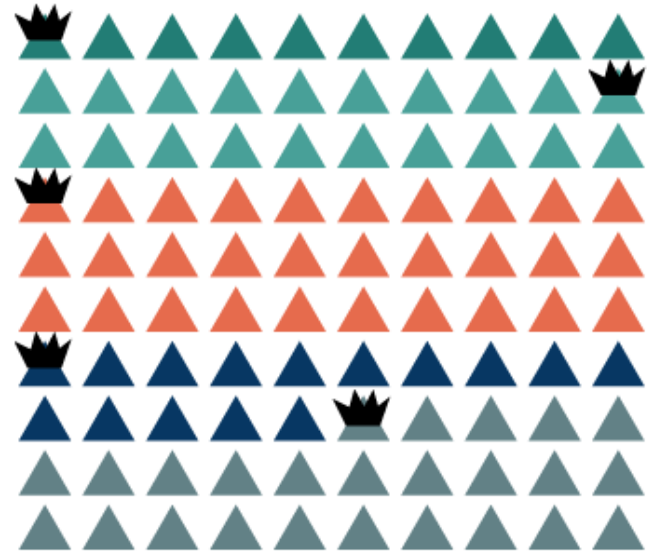
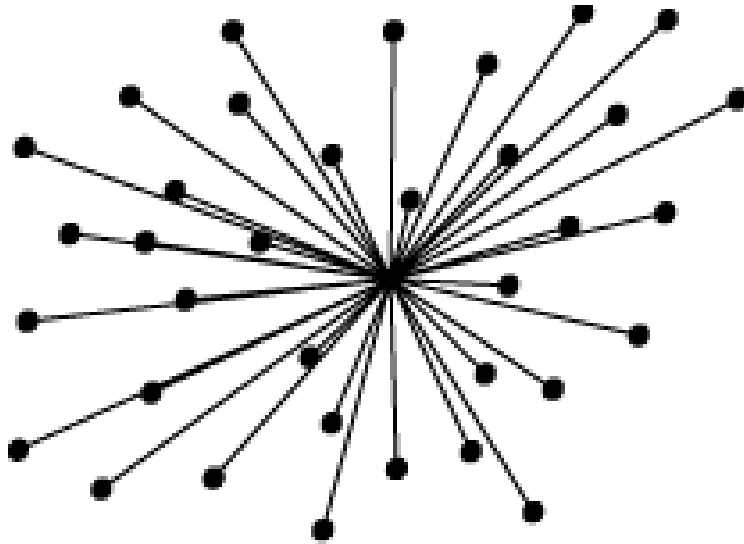
This is a directory of critical resources to browse the available by area of interest

Achieve20 Agreements

World Vision's Case

Challenge 1: Silos in a large, global and very diverse organization

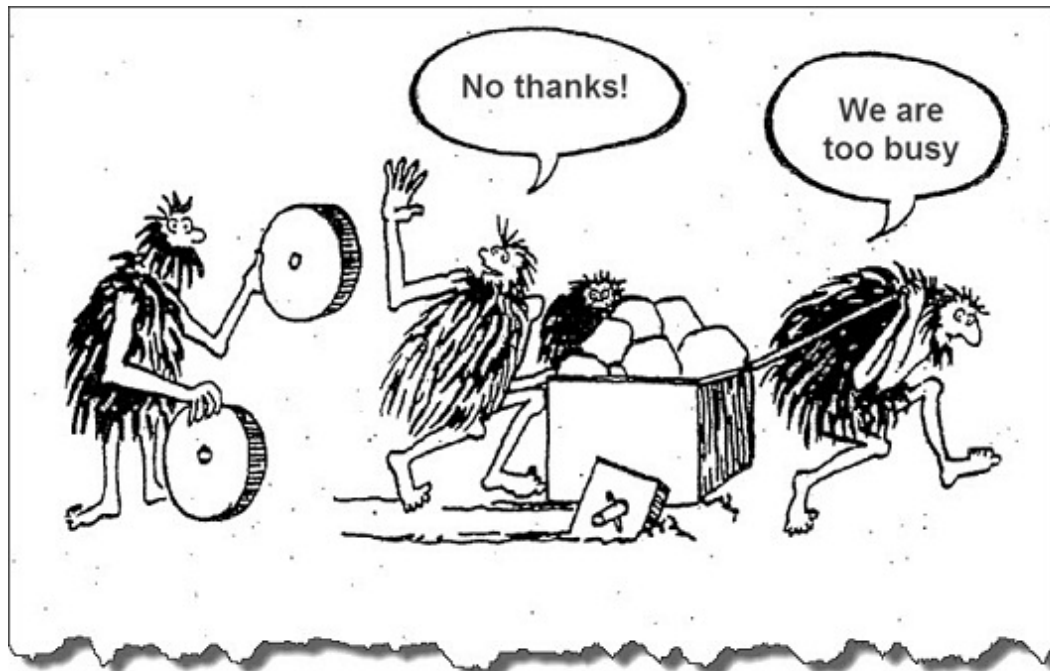
"Oh my, we are too complicated and all over the place!"



1. Create smaller groups with roles to promote ownership/autonomy
2. Keep groups open, inclusive and interlinked
3. BALANCE the two approaches and coordinate

World Vision's Case

Challenge 2: Learning & sharing deprioritized *"Who has time to learn?"*

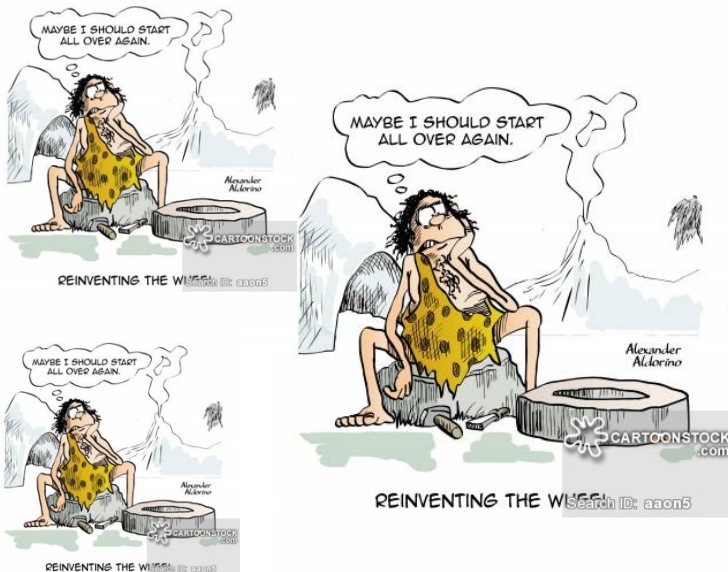


1. "But it's FUN!"
2. "It takes exactly 15 minutes and can save you 5 hours"
3. "It is your responsibility and required by your Job Description/ToR"

World Vision's Case

Challenge 3: KM budget constraints

"We barely have enough \$\$ to implement the project well"



...AND I HAVE FOUND THIS ONE WORKS A LOT BETTER.

1. Start tracking. Start small and build a case for Value for Money
2. Leverage e-learning
3. Use free or cost-effective tools (there are many!)

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GROUP ACTIVITY 2

- SOLUTIONS



Instructions

- Identify a writer and reporter in your group
- Add “Proposed Solutions” to the top right (see example)
- As a group, brainstorm a solution to each of the top three challenges identified in Activity 1 (10 minutes)
- Report back

Example

Challenges	Proposed Solutions

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QUESTIONS & ANSWERS REFLECTION



“The best part of learning is sharing what you know”

Vaughn K. Lauer

For more learning & sharing together,

Join FSN Network Knowledge Management Task Force

- Yemisi Songo-Williams – ysongowilliams@coregroupdc.org

or contact:

- Aina G. Irbe – airbe@acdivoca.org
- Yejin Oh – yejin_oh@wvi.org
- Loria Kulathungam – loria_kulathungam@worldvision.ca