

Telling the story...

February, 22-24 2007 Atlanta, USA.

Introduction

The KS workshop was organized for us, the FY'07 Knowledge Sharing (KS) Fund awardees. The training was conducted during the week of February 20 – 22, 2007 in Atlanta, Georgia (USA). We were 13 people, representing 12 of the 14 KS winners' initiatives. We came from all CARE regions, as well as from HQ.

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|---------------------|-----------------------------|---------------------------------|
| ■ Amdie Kidanewold | ■ Jaime Stewart (organizer) | ■ Sara Gullo |
| ■ Ariel Frisancho | ■ Joy Shiferaw | ■ Stephanie Baric |
| ■ Claudia Canepa | ■ Madhav Dhakal | ■ Yolanda Guerrero |
| ■ Delphine Pinault | ■ Mare Fort (organizer) | ■ Yuki Suehiro |
| ■ Gilbert Boredison | ■ Mario Lima (organizer) | ■ Nancy White (facilitator) |
| ■ Holly Solberg | ■ Paulina Montenegro | ■ Rohit Ramaswamy (facilitator) |

Ute Jokisch and Mariana Hernández were present during the entire workshop for French & Spanish translation. Barbara Nunn was responsible for the difficult and always tiring logistic work of the workshop.

Our CARE colleagues Deb Newman, Michael Reward, Meg Burns and Eduardo Gutierrez joined us during some moments of the workshop or during the group dinner. Thanks to them for their interest in knowing us!.

Workshop Objectives

We had very ambitious objectives for a three day work!:

1. Have deepened the understanding of KS and it's role at CARE locally and globally
2. Gained experience with a variety of KS methods
3. More fully designed our KS initiatives
4. Established relationships with others interested in KS at CARE who could be ongoing resources and potentially a community of practice

The agenda (click here) was flexible and open to the learning flow and the interest of the group. Each morning, we had a reflection of the previous day coverage, exercising an 'After Action Review'. We captured our "methods" on the KM4Dev wiki as a way to learn how to network our knowledge beyond our organizational boundaries. The methods page can be found here:

http://www.km4dev.org/wiki/index.php/CARE_Knowledge_Sharing_Workshop

Our pictures can be found at <http://www.flickr.com/photos/choconancy/sets/72157594546336367/show/>

Learn by doing: KS

We practiced different thinking about their context and for what we used were or Sea, After Action Just Three Words, Mind others. See the list to the tools we could use such

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methods and tools

methods and tools for KS, and reflected on them, strengths and weaknesses, depending on what propose we use them. Some of the methods/tools Storytelling, The River of Life, Samoan Circle, Land Review, Appreciative Inquiry, Graphic Recording, Mapping, Pairs Conversations and posters, among left! We also had an introduction on some virtual as wikis

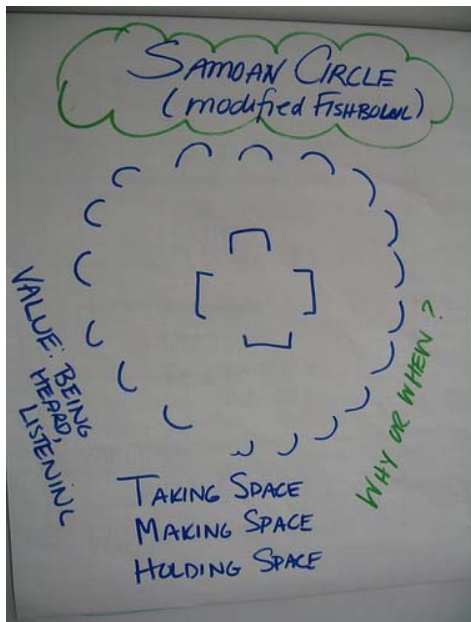
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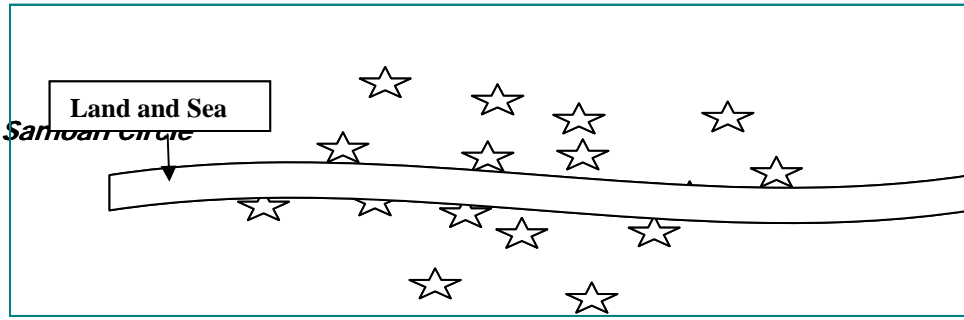


River of Life



Land and sea





The workshop was designed and facilitated not to tell about KS, but to live KS in action. The different methods were integrated during the workshop so we could see them in action. It was an open attitude and space for creativity and reflection.

Connecting people

The importance of connecting people and creating networks within which we learn and share knowledge is fundamental. In our case, it was a great opportunity to get to know other people in the organization interested and committed to KS and know more about their knowledge projects.

This connection, allows us to understand common challenges, learn from others and also to bring our knowledge in the case others need



it. Some examples of the value of this are these phrases:

"I take home a valuable set of friends who are jewels with whom I hope to say in touch". "New Connection to Nancy! Great resource and very inspiring!". "Great people and experiences!".

We started that connection even before the workshop, when we needed to contact an assigned partner (pair-wise) and had a conversation, chat or email exchange with him/her to share our best learning moment. We use the 'Appreciative Inquiry' method. From this online exchange, we entered a room with some initial connections and this allowed us to build



trust and get to deeper work faster.

Once at the meeting, we created a social network map to indicate our initial connections with each other. From a fairly empty map, we added our connections as we got to know each other, creating a visual representation of our relationships. Towards the end, we started added knowledge resource people we knew, to expand the network.

Improved our knowledge projects

In different moments of the workshop, we had individual and peer-support work to improved our initiatives (if you want to review them, please go to www.careacademy.org/learningresources/ks.asp) . This allowed us to reflect about our projects based on the discussion with the group and also get some new ideas from our peers. This implied, in some cases, a redefinition of our projects or more clarity and focus in the outcomes of them. The last day, we made an 'elevator speech" to see if we can clearly communicate the core ideas of our initiatives to a broader audience, a key knowledge sharing skill

We analyzed the assets and gaps in each of our Country Offices that can affect/contribute on the success of the KS initiatives. The exercise enabled us to think ahead about potential sources of support to meeting the gaps as well as the means of getting connected with the sources. Building connections; emphasizing reflection; leverage resources; understanding the context (and applying different methods/tools were the major and most frequently suggested ideas that served any successful Knowledge Sharing activity.

We also increased our understanding of the type of support that we can get from HQ, and in particular from

L&OD, the SRH and BGE unit. Knowing that they can support us is an important motivation for our Country Offices. Also peers as well as KS facilitators are very important resources to be considered.

During these three days, we identify areas for continue learning or working on...

Improving our proposals and put them in action



It was a group expectation finalizing during the workshop the improved design and action planning of the KS initiatives. In particular, a deeper and more personalized feedback in KS methods and tools were expected. In most of the cases, we need to continue working in the definition of the outcomes and also reviewing and knowing more about some of the methods we were proposing.

Although we practiced some tools and techniques during the workshop, some of us still unable to conceptualized them. Also, it is still a challenge to practice them in a new particular situation.

We increased our network knowing new people during the workshop. However, some of us feel that we could not share enough with some of our peers. Furthermore, some did not have an opportunity to express themselves fully.

Coming back to our offices or units, we have the challenge on demonstrating what the added value of the initiatives is to our projects, units or Country Offices.

Next steps

We were encouraged to share a brief outline (2-3 pages summary) of our revised/up-dated version of our KS initiative by the 1st week of March 2007. They will be posted in the CARE Academy website (learning resources/KS). The document will specify the support needed and reflections and connection of each particular initiative with a larger learning process.

We want to keep in touch by email, maybe monthly. We will like to share and receive support from the group about the implementation of our initiatives.

Some of us want to explore more some "Knowledge Sharing at a distance", so we will practice using some tools that allow that such as elluminate and webex for tele conferences or meetings, wikis and blogs to share our initiatives broadly.

We committed ourselves to share the main learnings of this workshop with our colleagues and partners.

Finally, we want to be connected again at the end of the June, for sharing our outcomes but also to reflect about all the process.

If you want to know more about Knowledge Sharing (concepts, resources, tools, etc), we invite you to visit www.careacademy.org/learningresources/ks.asp

PROGRAM AGENDA

SESSION	TOPIC
TUESDAY	
9:00-10:15	Welcome! Relationship building Workshop goals review
10:30 - noon	Building shared understanding: Concepts of Knowledge Sharing
1-2:30	Why it matters: Relevance of KS to you, your initiatives and CARE
2:45-4:30	Considering the desired outcomes of our initiatives
4:30 - 5:00	Day 1 After Action Review
WEDNESDAY	
9:00 - 9:15	Reflection of day 1 Update agenda
9:15-10:00	Knowledge Sharing Methods & Tools
10:15 - noon	Steps to achieve the desired outcomes of KS initiatives
1-3	Finalizing the project plans
3:15-5:00	Knowledge sharing at a distance
5:00-6:00	Personal work time (optional)
THURSDAY	
9:00-9:30	Check in and reflection on Day 2
9:30- 10:45	Evaluating Impact "Fishbowl:" Stories of evaluation methods that reflect knowledge sharing.
11:00-12:00	Sharing your Initiative with others – How we talk about our initiatives to our stakeholder. Practice, marketing in a positive sense. How to share idea and engage other people in it.
1:00 - 3:00	Sharing Initiatives continues
3:15-4:00	Other KS efforts at CARE Staying connected
4:00-5:00	Close