

## EXPERIENCE CAPITALIZATION PROCESS

### Work templates for knowledge products "Good Practice" and "Learning from Failure"

The process with which partner organisations and HORIZONT3000 capitalize experiences follows 4 steps. In every step, different stakeholders can be involved and several methods of documentation and dissemination are used. It begins with identifying potential experiences and ends with finally reintegrating the learnings from experience capitalization into the daily work.

KNOW-HOW<sub>3000</sub>

<http://dev.knowhow3000.org/>

HORIZONT<sub>3000</sub>

<http://www.horizont3000.at/en/>

No	Work Process	Description	Work template
1 - a	<b>Identification and Assessment</b>	A partner organization, technical advisor and/or HORIZONT3000 employee (from a regional office or from headquarter in Vienna) suggests a relevant topic/ an experience to either the sector coordinators or knowledge management desk at HORIZONT3000.	<i>Definition Experience Capitalization</i>
1 - b		Knowledge Management team, Country and/ or Regional Offices screen learning needs of partner organisations and call/ search for experiences, e.g. via KNOWLYMPICS or by contacting directly organisations that have experience in a certain field.	
2 - a	<b>Documentation and Capitalization</b>	If the experience is not yet capitalized and documented, the partner organization and/ or Technical Advisor and/ or HORIZONT3000 proposes a method on how to capitalize the experience, if possible in a participatory way.	<i>Manual Systematization</i>
2 - b		HORIZONT3000 and partner organization decide on the method how to capitalize the experience and how to finance this process. If there is no time and resources for a methodologically founded capitalization process, these two steps can be left out and only the questionnaire for experience capitalization is filled in.	
2 - c		The "Questionnaire for experience capitalization", which can be downloaded at the KNOWHOW3000 platform, is completed, which serves as a summary for a possible/future sharing of this experience; support for this step is offered by HORIZONT3000.	<i>Questionnaire Good Practice</i>
2 - d		The experience description sheet ("Experience in Detail") and a one-pager ("Experience at a Glance") is prepared by HORIZONT3000.	<i>Questionnaire Learning from Failure</i> <i>Template Experience at a Glance</i> <i>Template Experience in Detail</i>
3	<b>Sharing Knowledge</b>	The experience is shared via the KNOW-HOW3000 Internet Platform or partners' homepages, via regional or international sharing events (conferences, exchange visits, "EoE", etc.), e-mail, or any other way.	<i>Template Event Programme</i>
			<i>Template Event Follow-up</i>
			<i>Template Methods for Events and Trainings</i>
			<i>Template Event Logistics</i>
			<i>Template Sharing Event Basic Information</i>
			<i>Template Exchange Visit Basic Information</i>
			<i>Template Exchange Visit Documentation</i> <i>Template Specific Training Basic Information</i> <i>Template Specific Training Documentation</i>
4 - a	<b>Adoption, Adaption and Application</b>	Partner organizations, Technical Advisors and HORIZONT3000 apply learnings from failure and good practices in their project/ programs.	
4 - b		HORIZONT3000 monitors, if experiences and good practices have been adopted by other (partner) organizations, and, if they had been adapted and applied. This is necessary in order to learn from the whole learning and sharing process.	

FAO (2013): Good practices at FAO: Experience Capitalization for continuous learning. <http://www.fao.org/docrep/017/a784e/a784e.pdf>

