

Minutes MO-Committee KNOW-HOW3000

Date / Hour: 29.09.2020, 9:30

Authours: Sarah F./ Petra H.

Participants: Magdalena Wiesmüller, Clemens Koblbauer, Sigrun Zwanzger, Kristina Kroyer, Petra Herout, Sarah Fichtinger

Abbreviations: MO – Member Organisation; PO – Partner Organisation; KM – Knowledge Management; KH3000 – KNOW-HOW3000; CoP – Community of Practice; KM4Dev – Knowledge Management for Development; CA/CAM – Central America; EA/EAF – East Africa; MOZ – Mozambique; SEN – Senegal; PNG – Papua Neuguinea;



1. Review - Report first Project Year 2019		Responsible
Info	<p>Processes have been strengthened that had been initiated in the previous phase; and some positive highlights: Central America very active in terms of KM, above all in the scope of CoPs:</p> <ul style="list-style-type: none"> - CoP Familias Campesinas - The two CoPs Youth & Women have merged to one, which is called "Promotion for the Rights of Women and Youth" - There was at least one training in each country for central topics that had been chosen together with POs <p>Senegal:</p> <ul style="list-style-type: none"> - Held a joint regional training regarding KM - Fostered activities of their climate change platform - Ran „refresher-trainings“ about systematisation and experience capitalisation <p>EA:</p> <ul style="list-style-type: none"> - Borrow-a-TA tool has worked very well - due to the fact that Jana was in charge of the coordination and had the support of a new KM-TA, who has assessed the POs needs in detail <p>Promotion of methods for systematization and learning continues throughout the regions</p> <p>Room for improvement:</p> <ul style="list-style-type: none"> - EA: Due to the focus on Needs Assessments and basic trainings as well as on the organising the AGM (Annual General Meeting), not a lot has been carried out in the scope of the KNOW-HOW3000 programme - Mozambique: 0 room for KH3000, 1 AGM did take place, but apart from that there were no activities with POs -> this is due to the cyclone and all the harsh consequences it came along with -> activities were postponed to this year and again were not carried out - this time due to the Corona crisis 	
Decision		

Action		
---------------	--	--

2. KH3000 und 2020: What happened despite of Corona?	Responsible
---	-------------

<p>Info</p>	<p>We have had talks with all regions. One aspect to be highlighted is that CoPs have finally become a fix established tool - as well in the regions as among TAs:</p> <p>CA:</p> <ul style="list-style-type: none"> - Human Rights CoP in CA: held a virtual meeting on „Corona and its effects on our lives“ - KM-TA (Marja van Deurse) in Nicaragua has organised and run a Gender Webinar Series in cooperation with our PO ORMUSA (in El Salvador) -> it was broadly promoted and POs were specifically invited -> the meetings were documented and the material will be provided on the platform - Another TA (Anton Luger) has created an academic course for the systematization method, which was supposed to launch this year, but due to Corona had to be postponed to next year <p>EA:</p> <ul style="list-style-type: none"> - the PCM and M&E Workshops have been postponed to next year as well - the same is true for the Risk Management & Strategic Planning Training -> both activities are a result of the undertaken needs assessment - group of TAs is working on a webpage for Ressource Mobilisation that will be accessible through the KH3000 internet platform - KM-Webinar planned: TA (Annika Witte) in Uganda will launch the Webinar in October together with PH - the webinar series contains 6 episodes and its goal is to present an overview on KM and how it can be evaluated within an organisation, Experience Capitalisation etc. - Knowledge Management Assessments: this project has started to develop because of a virtual training with our PO GROOTS (Grassroots Women Organisation -> works decentralised with women groups); at the moment it has evolved into systematic KM assessments for PO (Feedback, Follow-up Processes) for KH3000 Activities, the survey phase is completed -> now were find ourselves in the planning phase -> we will probably run a related spin-off webinar series as well <p>Senegal:</p> <ul style="list-style-type: none"> - No activities in 2020 regarding KH3000, - Workshop planned for December related to the Climate Change Platform with a focus on follow-up processes for their last meeting -> the have planned to continue these activities next year as well <p>Mozambique:</p> <ul style="list-style-type: none"> - will get support from a new TA - amongst other things will be working in KM as well - Will hold a Follow-up Training regarding topic <i>Fundraising</i> - Will hold an activity around the topic of the cyclone's consequences <p>Gender:</p> <p>Workshops and Trainings regarding Gender have been organized in CA and Ethiopia and are planned also in other regions -> will be fostered in the upcoming years</p> <p>Annual Planning:</p> <p>EA and CA are still occupied with the implementation of activities this year, but as soon as their plans come in, an overview will be shared with MOs</p> <p>virtual CoP Systematisation Method:</p>
-------------	--

	<p>works very well: its goal is to</p> <ul style="list-style-type: none">- define how we want to apply the method and what is needed to make that possible- Revise and adapt the Experience Capitalisation Process -> some planned changes; Ismael, Annika Witte and PH are working on a draft version- Animated short video about the systematisation method will produced, content development by Anton Luger (Budget from KH3000) in English, Spanish and French; Deadline first quarter of 2021- Method promoted in EA by TAs Annika;- Franz Eichinger initiated Self-Assessment for the RO in Uganda	
--	--	--

Info	<p>Comments on Activity Follow-ups:</p> <p>Sigrun: the crucial aspect is to bring the knowledge - of trainings for instance - back to the organisations; employee fluctuation is often a barrier; follow-up processes have to be promoted</p> <p>Kristina: staying in the loop on who is going to participate from which organization – at least 2 persons – is fundamental here; it also works to hand action plans to the participants so that they have a guide on next steps – has to be promoted actively</p> <p>CoP Social Enterprise: a new CoP initiated by TA Lisa Nixdorf, broadly promoted, has already held three webinars on the topic Social Enterprise with attendees from H3, POs, MOs and external stakeholders;</p> <p>Comments on TA-Collaboration:</p> <p>Sigrun: very interesting and inspiring to find new ways for collaboration between TAs and maybe MOs as well. -> TAs share their knowledge beyond their assignment</p> <p>Petra: CoPs are not only intended for H3 staff, but also for external interested persons; TA Agnes Köchl for instance has had various „Borrow a TA“ missions and confirms that also MO-partners are very interested in and demand sessions for Resource Mobilisation for instance</p> <p>General Comments:</p> <p>Clemens: feels that he has not dedicated enough time to KH3000 and would like to strengthen his role as a multiplier of KH3000 at DKA; thinks it's a crucial programme and has to be spread and promoted accordingly</p> <p>Kristina: this is also due to the general situation of 2020 -> flow of information from our side was not ideal either</p> <p>Magdalena: states that she is impressed by the report and wants to promote the KH3000 internet platform more among her team; she finds it important to be made aware of KH3000 on a regular basis, since it is also a very good opportunity for PR at BSIN -> collaboration between KH3000 and PR is desired</p> <p>She would also like to be updated on any new uploads to the platform -> covered by the KH3000 newsletter</p>	
Decision		
Action	<ul style="list-style-type: none"> - Upload and Promote Gender Material of the CA Gender course - Send out overview of activities planned in the regions as soon as available - Promote KH3000 and its tools more among our teams and beyond 	SF PH all

3. News on the platform	Responsible
Info	<p>Platform Development: One of the main goals of platform development is to make navigation easier & easier and enable users to find content required in the fastest possible way. That's the reason why we are applying filter options step by step throughout the platform. After having created a new Partner Experience page and the KH3000 News with filter options, we have now launched a new Page for our CoPs, which contains:</p> <ul style="list-style-type: none"> - description of CoP - Steps to create a new CoP - Filter option for existing CoPs - Restricted or non-restricted spaces for members of CoPs <p>Files & Downloads on the platform: We have also cleared out, renamed and restructured the „Files & Downloads“ and created sector specific subfolders in order to make it easier to find certain documents regarding specific topics</p> <p>KH3000 News: The KH3000 News are developing really well. We have published 66 posts in the last 13-14 months. The posts are created by TAs, the KM-Team, some Programme and Sector Coordinators and hopefully soon by POs and MOs as well.</p> <p>Platform stats: It is most certainly also due to the News area that the statistics of the platform are developing very well:</p> <ul style="list-style-type: none"> - compared to sept. 2018 - sept. 2019, the users on the platform from sept. 2019 - sept. 2020 have increased by 15,53% - Comparing the same time periods sessions on the platform have increased by 5,53% <p>Also the newsletter is doing very well, according to latest stats:</p> <ul style="list-style-type: none"> - our average open rate is 53,3%, whereas the average value in the NGO sector is 38% - Our average click rate is 17,1%, whereas the average value in the NGO sector is 5% <p>Comments: Kristina: it is important to highlight the difference between the H3 Blog and KNOW-HOW3000 News -> <i>the KH3000 News</i> are rather directed towards our partner countries and aim at providing essential information for our target groups - that is why it is held in English and Spanish and in general the posts are longer and more detailed than the ones on the H3 Blog; it pursues the goal of involving the KH3000 stakeholders more in active participation in the programme; posts are written in more depth than the H3 Blog posts and usually link to specific parts/documents of the platform for further information; its goals are: knowledge exchange, involvement of target groups, promotion and increased access to other</p>

	<p>parts/documents of the platform, give KH3000 a more personal touch</p> <p>Target groups: H3 staff (internal), H3 TAs (internal), POs, Returnees, MOs, Cooperation Partners</p> <p>-> <i>the H3 Blog</i> is a presentation of what is happening at H3 in German; is directed at internal stakeholders -> that way it gains authenticity for external stakeholders; POs do not belong to the stakeholders of the H3 Blog, which is why it is in German; posts are rather in a nutshell</p> <p>Its goals are: values stakeholders, features expert competences of H3, informs stakeholders</p> <p>Target groups: H3 staff (internal), H3 TAs (internal), applicants for assignments, returnees, MOs, interested professional public</p> <p>Magdalena: MOs should be informed more, since the info is already presented in a very good way -> synergy effect has to be used for PR</p>	
Decision		
Action	<ul style="list-style-type: none"> - keep making aware of the goals and methods of the KH3000 news (target groups, languages etc.) - strengthen collaboration between PR teams and KH3000 	<p>SF</p> <p>all</p>

4. Changes & News regarding the team		Responsible
Info	<ul style="list-style-type: none"> - KK is leaving the KM-team and taking over the CA Programme Coordination from Diego Santos - PH is taking over/back the general coordination of the KM programme; the KM hours from KK are split up between PH and SF (SF gets 5 hours and the rest is taken over by PH) - PH hands Sector Coordination over to Martina Luger, who is a perfect fit -> ML therefore joins the KM team, which now consists of: PH, SF, Elisabeth Moder & ML <p>Comments: Sigrun: announces that she will be on educational leave until the end of June; she will stay on the executive board though; in the KM team she will be replaced by Margareta Moser, who has written her MA thesis on KM in Development Cooperation and is responsible for the Brazil programme at Welthaus Graz; Sylvia Marhold will take over the Tanzania Programme</p>	
Decision		
Action	<ul style="list-style-type: none"> - assign hours, tasks and responsibilities in the KM team - Introduce Margareta Moser to the KM programme 	KM team PH & SF

5. KH3000 & MOs - online sessions/MO committee		Responsible

<p>Info</p>	<p>MO-visits: were planned to take place in April, but due to Corona had to be postponed; in form of bilateral meetings in order to present and discuss the KM Programme with MOs in a more detailed way (also with MO staff, who are usually not at the meetings); possible topics: goals, purpose, methods, tools of KH3000, expectations of the committee, how are MOs and their partners being involved; In order to being able to still do the visits we suggest to hold them virtually Question to the attendees: Hold meetings virtually in general or postpone visits and meetings to next year? Also, how often do we want to meet up?</p> <p>Comments: Clemens: It always depends on the necessities; however, rather meet up more often but for a shorter time than meeting only once a year and have a very long meeting Sigrun: suggests at least once per semester, but depends on situation PH: suggests 3-4 meetings a year, (occasion-related more or less meetings) Clemens: is positive that he can fulfill his role as multiplier better, if there are more shorter meetings Magdalena: agrees and highlights that to do it virtually comes with advantages; KH3000 can nurture their work significantly as it also highlights significant stories, good practices and the positive impact of PO's work PH: next meeting will take place in January - annual plannings from the regions should be ready by than</p>	
<p>Decisions</p>	<ul style="list-style-type: none"> - For the bilateral meetings: goals is to present platform and the position of MOs in terms of KH3000 - specifically address the needs of the organisations; - Next MO-Committee meeting in January 2021 	
<p>Action</p>	<ul style="list-style-type: none"> - Welthaus & BSIN: find date & time for 1,5 hour bilateral session - Welthaus Graz: Combine bilateral visit with introduction session for Margret (find date with her) - Magdalena: has to discuss who wants to join the bilateral session (Sandra, Marlene or Magdalena) - Clemens: promote bilateral meeting and talk to first-line management regarding KH3000 and PR synergy 	

<p>6. Lookout 2020/21 (incl KNOWLYMPICS & Event)</p>	<p>Responsible</p>
---	--------------------

<p>Info</p>	<p>Annual Planning: - In countries and regions planning for next year has started -> Senegal has already finished great part of planning - As mentioned above: activities related to systematisation method and experience capitalisation are planned -> draft versions will be presented at the next meeting</p> <p>KNOWLYMPICS: Upcoming KNOWLYMPICS will be announced in fall - related to the sector Human Rights and Civil Society: topic „Policy Dialogue“ since it is a relevant issue among our Partners (EM person of contact) Budget drawn from and defined by KM team - for prizes (last KNOWLYMPICS 1000 Euro Prize) <i>(Note: the Project Policy Dialgue Consortium will be handed over from KK to Daniela Pfeffer in November - the topic will be promoted further, since it is not only a relevant issue in EA)</i></p> <p>Visibility Event: Visibility Event has been postponed for a long time - a lot of question marks remain; Crucial to involve promotion of CA in order to lobby for programme continuation (ADA) - invite specific CA Partners</p> <p>Comments on Visibility Event: Clemens: usually they invite POs more often, but due to Corona they are holding the meetings virtually -> once they ran the meetings, we might be able to learn from them for the Visibility Event Magdalena: would like to take part, asks for notification on time so that they can plan accordingly -> they invite many POs generally so invitations should be coordinated very well Sigrun: they always have education guests in fall -> coordinate invitations very well with Magret; agrees that Lobby for CA is fundamental (ADA) PH: it should take place in 2021 -> either physically or virtually Clemens: underlines that it still needs very precise planning, since otherwise it can turn into chaos and have rather negative outcome</p>	
<p>Decisions</p>	<p>at the next meeting in January, type and style of visibility meeting will be chosen</p>	
<p>Actions</p>	<ul style="list-style-type: none"> - systematisation method and experience capitalisation: draft version finished until next MO-meeting - Prepare 2-4 options for visibility event until meeting in January so that decision can be made then - Coordinate invitations well with MOs 	<p>PH, SF</p> <p>PH, SF</p>

<p>7. CoPs in AUT and in the regions considering KM</p>	<p>Responsible</p>
--	--------------------

Info	<p>In Austria there is the CoP called KM4Dev (Knowledge Management for Development): next meeting on the 16th of October; right now it is coordinated by Diakonie & Caritas; next meeting's topic: „Sharing learnings and knowledge virtually“ -> call to invite new colleagues as well!</p> <p>EA joining a network in order to exchange work around KM with other organisations -> still in initial phase, we will keep you posted</p>	
Decision		
Action	<ul style="list-style-type: none"> - Invite new colleagues from MOs to KM4Dev meeting - Include Magret from Welthaus Graz & Magdalena in Mailing list 	<p>Sigrun, Magdalena</p> <p>PH</p>

8. New Internal Partner-Database		Responsible
Info	<p>Infos about POs have not been collected in a systematic manner up til now -> programmed a database to do that; will be accessible on the KH3000 platform for H3 staff (not for TAs); there will not be active access for MOs, but will get information upon request</p> <p>Divided in 4 areas:</p> <ul style="list-style-type: none"> - Basic Info (contact details and central infos about partners) - Capacity Analysis (internal evaluation of partners - updated every 2 years - done by Office Director, Programme Coordinator etc.-> analyse capacity needs) - Cooperation History (visits at the PO; which activities organized) - TA-Assessment (Regional offices in charge of documenting) <p>Test version will be launched in October Central space to look for infos about POs</p> <p>Comments: Sigrun: Who is able to access the information? PH: POs will only see their basic info, the other areas are exclusively accessible for relevant people at H3 internally Database is created in collaboration with Stephan Walker (IT responsible at H3) so that it is synched with other databases we have</p>	
Decision		

Action		
---------------	--	--

9. Flashlights form the organisations		Responsible
Info	<ul style="list-style-type: none"> - H3/PH: working on position handovers -> which was another outcome of the „Wissensbilanz“; PH is working on draft with Claudia Spenger (HR) in order to analyze and improve the transfer of knowledge in handover processes - DKA/ Clemens: started implementing a new data administration in 2019, which came with advantages: during lockdown everybody was able to keep up their work; it came with many challenges too: MGMT mistakes, a lot of established processes are not possible technically like they were handled before, it works beyond areas and results in problems in certain departments -> really affects basic processes, which is why its programming takes a lot longer than planned for - Magdalena: Have started a Programme for Project Work about 2,5 years ago and are still not in finalisation process - Sigrun: have updated their project registrations, in terms of KM there is a lot of potential still; announces that Dietmar will retire next year - Magdalena: is looking forward to more exchange and finds that H3 plays a big part here; she has taken over the executive office at the organisation, co-coordinates the EI Salvador programme and part of PR; right now they are busy with campaign preparation 	
Decisions		
Actions		

List of activities

What?	Type of result?	Responsible?	With whom?	Until?	Status
Upload and Promote Gender Material of the CA Gender course		SF	-	October	In progress

Send out overview of activities planned in the regions as soon as available		PH			
Promote KH3000 and its tools more among our teams and beyond		all			
keep making aware of the goals and methods of KH3000 news (target groups, languages etc.)		SF			
strengthen collaboration between PR teams and KH3000		SF, ÖA & MOs			
Assign hours, tasks and responsibilities in the KM team		KM team		november	
Introduce Margareta Moser to the KM programme		PH, SF			
Welthaus & BSIN: find date & time for 1,5 hour bilateral session		Sigrun, Magdalena PH, SF			
Welthaus Graz: Combine bilateral visit with introduction session for Margret (find date with her)		Sigrun PH, SF			
Magdalena: has to discuss who wants to join the bilateral session (Sandra, Marlene oder Magdalena)		Magdalena			
Clemens: promote bilateral meeting and talk to first-line management regarding KH3000 and PR synergy		Clemens			
systematisation method and experience capitalisation: draft		PH			

version finished until next MO-meeting					
Prepare 2-4 options for visibility event until meeting in January so that decision can be made then		PH, SF			
Coordinate invitations well with MOs		PH, SF			
Invite new colleagues from MOs to KM4Dev meeting		Sigrun, Magdalena			
Include Magret from Welthaus Graz & Magdalena in Mailing list		PH			

Next meeting: January - exact date and time to be defined