



**KNOW-HOW3000
WHAT IS IT ABOUT?**

KNOW-HOW3000 is the name of the knowledge management programme of HORIZONT3000. It contains a set of activities, methods and approaches aiming at the generation, preservation, and sharing of knowledge. Here, 'knowledge' refers to experiences, know-how, capacity, and skills. Therefore, in contrast to mere information management, this concept also includes cultural, social and human perspectives.



**KNOW-HOW3000
WHAT IS IT FOR?**

The aim of KNOW-HOW3000 is to improve the work of its partner organisations in order to deliver better services to target groups and foster change at societal level.

It offers an additional benefit to local partners beyond the financial support and/or technical assistance, which is: facilitation of learning processes, access to innovative or established methods, tools and instruments, and the possibility to share experiences and lessons learned within the partner community.



**KNOW-HOW3000
WHY IS IT IMPORTANT?**

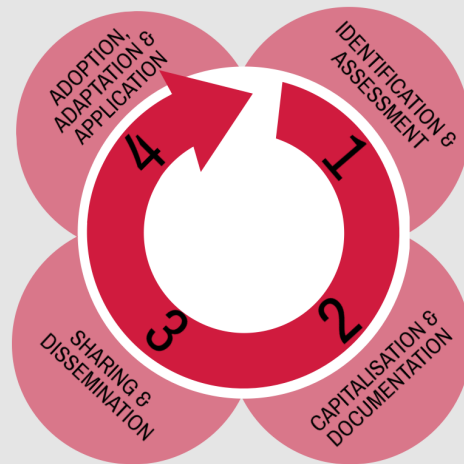
The network of HORIZONT3000 and its member organisations offers a rich pool of experience and know-how (technical, methodological, etc.) due to the diversity of partner organisations, topics, and projects/ programmes. All network members benefit from getting access to this pool of knowledge.

Additionally, previous phases have shown that knowledge management contributes to the enhancement of self-reflection and efficiency, and to the improvement of using participatory methods in the work with beneficiaries.



**KNOW-HOW3000
HOW DOES IT WORK?**

The transfer of know-how and learning from experiences is at the heart of KNOW-HOW3000. To make this happen, two initial steps are necessary: to identify and document relevant experiences. These 4 - usually consecutive - steps combined are called Experience Capitalisation Process (ECP):



HORIZONT3000 offers the following KNOW-HOW3000 services and activities, each covering one or more steps of the ECP:



Experience Capitalization via Systematization or other methods



Local and Regional Sharing Events



Communities of Practice



Specific Technical and Methodological Trainings



Exchange Visits / Learning Visits



Borrow-a-Technical Advisor



KNOW-HOW3000 Internet Platform



Toolbox for Organisational Development



Experience Capitalization via Systematization or other methods

Experience Capitalization with the method of Systematization will be promoted further on, in order to assure quality processes and outcomes. Besides the systematization method, other internationally proven methods to capitalize experiences can be tested and applied, such as Most Significant Change Stories, After Action Review and Storytelling.



Exchange Visits / Learning Visits

With exchange visits or learning visits, one (or more) HORIZONT3000 partner organisation visits another organisation and their projects to learn from their practice and methods applied.



Local and Regional Sharing Events

KNOW-HOW3000 sharing events are local or regional face-to-face-events in which participants present and discuss their undertakings, activities and experiences within a previously set topic or area of work in order to learn and improve their practice.



Borrow-a-Technical Advisor

HORIZONT3000 and Member Organisations' partners sometimes have needs for a short-term consultancy in a field of expertise, but the assignment of a full-time Technical Advisor (TA) would not be necessary. The concept of Borrow-a-TA aims to use competencies of TAs efficiently and offers access to know-how and competencies for more partners.



Communities of Practice

Communities of Practice (CoP) are groups of people who share a passion for something that they do, and who interact regularly to learn how to do it better. CoPs enable stronger networks, structured exchange, and learning processes among organizations operating in similar working fields.



KNOW-HOW3000 Internet Platform

On the KNOWHOW3000 Internet platform partner organisations and TAs can share their experiences or good practices, participate in discussion forums with colleagues and experts, and download information offered by the people working in the KNOW-HOW3000 knowledge network.



Specific Technical and Methodological Trainings

Specific technical or methodological trainings are trainings organized by HORIZONT3000 or a partner organisation on a very specific topic demanded by the partner organisations themselves. These trainings aim to complement the partner organisations' work and methods, to strengthen their structures/procedures, and to enable common learning.



Toolbox for Organisational Development

The Toolbox is a set of tools, documents and templates for organisational development, containing information about issues such as Management, Finance, Communication, Strategy, etc. The objective of the Toolbox is to make these tools available to TAs and local project partners in order to facilitate and improve directly or indirectly their operation and processes.