

# Nurturing the GE CoP and Institutionalizing Lessons Learned & Good Practices

GE Forum  
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Crowne Plaza Hotel, Pasig City

## Agenda

- Observations and highlights on this GE Forum
- Where is the CoP at?
- CoP issues and next steps
- Turning lessons learned and best practices into development impact
- Next Steps

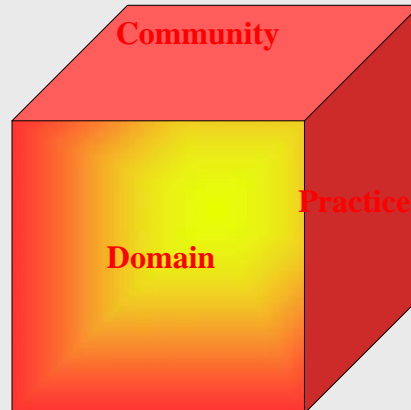
## Highlights and Observations: Affirming the relevance KM and CoPs

## What are we: Communities of Practice concept

**A *Community of Practice (CoP)***  
***is an informal network of***  
***professionals passionate about a***  
***common area of interest and***  
***interacting to help improve***  
***themselves and their work.***

## What are we: Dimensions of Communities

- **Domain** – common topic and scope of the community; gives community its identity
- **Community** – the relationships and interactions among members; the social fabric of learning
- **Practice** – body of knowledge (ideas, documents/content, best practices, tools, methods, lessons learned)



## Evolving Types of Communities



## Roles and Responsibilities in CoPs

- *Champion – communicates purpose, promotes, ensure support at highest level, ensures impact*
- *Sponsors – bridge between CoP and formal org, communicates org support to CoP, help remove barriers and obstacles; helps establish mission and outcomes; looks for ways to enhance CoP effectiveness/impact*
- *Facilitators/Coordinator – clarify communications, ensures balanced and fair participation/discussions, organizes events*
- *Practice leader – provide direction to CoP and thought leadership in topic area; validates (and promote adherence) to innovations and best practices*

## Roles and Responsibilities in CoPs (cont'd)

- *Subject matter experts (SMEs) – thought leadership, innovations, best practices, content review on specific (sub) topics*
- *Knowledge services/integrators – information management, communications on events, activities, new content*
- *Members – participate, help promote and generate interest and enthusiasm among members*

CoP dimensions....	Possible next steps
<ul style="list-style-type: none"> <li>• <b>Domain</b> – <i>is the current scope of the topic area interesting to all members and aligned with the important issues? Need to expand or focus?</i></li> <li>• <b>Community</b> – <i>how to find more of the right people who already network on this topic; promote value of increased networking and knowledge sharing; fulfill key roles</i></li> <li>• <b>Practice</b> – <i>identify knowledge supply and gaps/needs; plan activities; promote KS</i></li> </ul>	<ul style="list-style-type: none"> <li>• Define scope and type of community, vision, goals, next topics</li> <li>• Identify and involve key players – sponsors, champions, coordinator, sources, brokers, and users of knowledge.</li> <li>• Promote on-going Q&amp;A on operational/implementation challenges and concerns;</li> <li>• Document discussions, knowledge</li> <li>• Share knowledge, resources, tools</li> <li>• Maintain virtual contact</li> <li>• Collab on knowledge products</li> <li>• Use CoP tools (website, forums)</li> <li>• Map and build knowledge capital</li> </ul>

Distributed CoPs: Challenges...	Strategies
<ul style="list-style-type: none"> <li>• <b>Geographic (distance, connections, visibility), cultural, language, institutional (priority, IP) differences make it more challenging to agree on domain, build community, activity, visibility, and practice</b></li> <li>• <b>Harder to ensure value-add for various members</b></li> <li>• <b>Bigger size harder to manage and make personal connections connections</b></li> </ul>	<ul style="list-style-type: none"> <li>• Greater effort and patience in building consensus on domain, network, trust and relationships</li> <li>• Achieve stakeholder alignment</li> <li>• Create structure for local variation/diversity with larger connections</li> <li>• Encourage sub-CoPs (thematic or geographic) and designate coordinator</li> <li>• Organize face-to-face meetings</li> <li>• Use and integrate tools (web, broadcast, disc. forums, teleconf)</li> </ul>

## Institutionalizing Lessons Learned and Best Practices

- Document the lesson/BP (eg, AAR/LLM)
- Share widely and encourage local replication, variation, innovation
- Document lessons from using the BP
- Share and discuss with CoP to fine-tune lessons learned/BP documentation
- Change policies, processes, guidelines, templates, etc.
- *Just add hot water and wait...*

