Methods extracted from the Knowledge Sharing Toolkit

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I. How can we encourage reflection process on lessons learned and ensure this new understanding informs future policy and practice?

Peer Assists

This technique brings together a small group of colleagues to elicit feedback on a problem, project, or activity, and draw lessons from the participants' knowledge and experience. http://www.kstoolkit.org/Peer+Assists

After Action Reviews

This is a simple process used by a team to capture the lessons learned from past successes and failures, with the goal of improving future performance. It is an opportunity for a team to reflect on a project, activity, event or task so that they can do better the next time. It can also be employed in the course of a project to learn while doing. This technique is based on group reflection; participants review what was intended, what actually happened, why it happened and what was learned. http://www.kstoolkit.org/After+Action+Review

Journaling

This allows programme implementers to log accounts of their undertakings either through informal narratives or a template, helping to track important details related to process and people. Analysis of journals over a period (quarterly) can highlight patterns and observed changes and track what is working or not working within the programme. This method is often used in community mobilization initiatives. For example, see:
Stepping Stones - http://www.steppingstonesfeedback.org/resources/7/SS_Facilitators_Journal.pdf
Raising Voices - http://www.raisingvoices.org/files/Basic_Monitoring_Tools-Outcome_Tracking_Tool.pdf

Open Space or "World Café" workshops

This technique brings together practitioners/stakeholders to have informal discussions around topics they care about. There is one overarching question for the day with no other pre-planned agenda. Each participant then poses a sub-question or theme they would like to explore and this determines the agenda. Watch a video: http://www.youtube.com/watch?v=aD3S0wlbek0&feature=player_detailpage . http://www.openspaceworld.org/cgi/wiki.cgi?

Most Significant Change

This technique brings together all stakeholders to determine and analyze what will be monitored throughout the programme cycle. It helps provide information to those managing the project and highlights outcomes, impact and performance of the programme overall. http://www.kstoolkit.org/Most+Significant+Change

Storytelling/Anecdote Circles

This technique provides an engaging way to convey an individual's knowledge that is rarely documented. It triggers listeners to respond with their own personal experiences and encourages new understanding. This can also be done in groups with a facilitator who elicits stories (as opposed to focus group discussions). http://www.kstoolkit.org/Storytelling ; http://www.kstoolkit.org/Anecdote+Circles

River of Life

This technique uses a visual narrative method that helps people tell stories of the past, present and future. A group can use it to understand and reflect on the past and imagine the future of an initiative. It can assist in building a shared view compiled of different and perhaps differing perspectives. http://www.kstoolkit.org/River+of+Life

Fish Bowl/Samoan Circle

This technique involves a small group of people (usually 5-8) seated in circle, having a conversation in full view of a larger group of listeners. Fishbowl processes provide a creative way to include the "public" in a small group discussion. They can be used in a wide variety of settings, including workshops, conferences, organizational meetings and public assemblies. Fishbowls are useful for ventilating "hot topics" or sharing ideas or information from a variety of perspectives. When the people in the middle are public officials or other decision-makers, this technique can help bring transparency to the decision-making process and increase trust and understanding about complex issues. Sometimes the discussion is a "closed conversation" among a specific group. More often, one or more chairs are open to "visitors" (i.e., members of the audience) who want to ask questions or make comments. Although largely self-organizing once the discussion gets underway, the fishbowl process usually has a facilitator or moderator. The fishbowl is almost always part of a larger process of dialogue and deliberation. The Samoan circle uses the same method as the fishbowl except that there is a facilitator to introduce the session and those on the outer circle cannot participate unless the join the inner circle. http://www.kstoolkit.org/Fish+Bowl ; http://www.kstoolkit.org/Samoan+Circle

Round Robin

This technique brings together a bigger group of 20-50 people to discuss an issue and analyze it along a number of aspects/features/fields/dimensions (e.g. developing a network – discuss management, sustainability, financial aspects, decision-making structure, relationship to other groups, etc.). Little groups rotate from one aspect to another, quickly brainstorming on their ideas of a particular aspect and then move on to the next group. Points are noted, so that as participants move from one session to the next, information does not need to be repeated if already noted. http://www.kstoolkit.org/Round+Robin

Chat or Talk Shows

This technique can be used informally to pose questions and get a discussion going with an expert or experts, also allowing audience participation. http://www.kstoolkit.org/Chat+Shows

Critical Moments Reflection

This technique is based on the idea that learning begins with the examination of actual experiences and perspectives on those experiences. Groups are led through a reflective process that helps participants step back from their experiences, review their understanding of those experiences, and draw lessons that they can use to improve their future actions or work. The goal of this approach is to enable individuals and groups to uncover or create knowledge from their own experiences for improving their future actions. http://www.kstoolkit.org/Critical+Moments

Experience Capitalization

This approach is future oriented and aims at a change in collective institutional practice. Its focus may be on strategic orientation, basic concepts, or operational activities. Small experience capitalizations need hours or days; more complex ones may last weeks or even months. http://www.kstoolkit.org/Experience+Capitalization

II. How can we better provide evidence and share lessons learned about the difference we make through our project or within our organization?

Communities of practice
These are groups of people who share a passion for something that they do, and who interact regularly in person or virtually to learn how to do it better. Organizations often use CoPs to share knowledge thematically, across traditional silos and team work. While teams focus on work outputs, CoPs focus on learning. CoPs also can exist across and outside of organizations.
http://www.kstoolkit.org/Communities+of+Practice

Knowledge Fairs
These are informal in-person events where staff and/or partners share their work through interactive mechanisms, displays, computers and other mediums. http://www.kstoolkit.org/Knowledge+Fairs

Blogs
This is an easy-to-publish web page consisting primarily of periodic articles posted by date, usually with the newest entry at the top. Blogs can give the world a window on your work. In places where there is access to the Internet, blogs provide an easy way to communicate knowledge. Blogs have the power to help you foster relationships with colleagues, partners, stakeholders, donors, and the community you belong to. http://www.kstoolkit.org/Blogs

Frequently Asked Questions
These are a good way to share some of the most asked about aspects of your work and can be updated on an ongoing basis. http://www.kstoolkit.org/Frequently+Asked+Questions

Poster Competitions
This event invites people to summarize their work into a poster, and then encourage visitors to review the posters and engage with the poster creators to learn more about their topic. Posters can use visuals to quickly convey ideas. Posters can be made by anyone - including children, community members, scientists, project leaders, etc. http://www.kstoolkit.org/Poster+Competitions
Example: http://www.scribd.com/doc/72047838/Violence-Against-Women-in-Malaysia-research-poster

Institutional Memories
These are practices to capture the knowledge of staff within an organization for continued learning and growth and can involve documentation and other methods such mentoring. Some of the most common memories that need to be documented are events, processes and decision-making pathways.
http://www.gongol.com/institutionalmemory/

Best/Good/Promising Practices
These are ways of doing business, processes, methods, strategies, etc. that yield superior results. They have been implemented and honed over time to a point where they are viewed as exemplary and should or could be adopted by others. A formal "benchmarking" (e.g. evaluated, replicable, etc.) process is often used to identify such practices. Identifying and sharing best practices is an important way to incorporate the knowledge of some into the work of many which can also spark innovative ideas and generate suggestions for improving processes, even if a practice can't be used in its entirety.
See the promising practice template from the Virtual Knowledge Centre as an example:
English - http://www.endvawnow.org/pampa/v0.1/library/filemanager/v1/files/UNIFEM%20Case%20Study%20Template.pdf
French-
http://www.endvawnow.org/pampa/v0.1/library/filemanager/v1/files/unifem_case_study_format_french.pdf
Spanish - http://www.endvawnow.org/uploads/browser/files/case_study_format_spanish.pdf

File Libraries and File Sharing
This practice locates important documents and files in a common space and ideally in a structured identifiable format where all relevant stakeholders can easily access the same information. http://www.kstoolkit.org/File+Libraries+and+File+Sharing

After Action Review (see above)

Chat or Talk Shows (see above)

Most Significant Change (see above)

Storytelling (see above)