KNOWLEDGE EXCHANGE
ACTIVITIES

The activities are organized under four categories: **presentation, discussion, experiential** and **analytical.**
Each category emphasizes different types of communication and interaction among participants.

PRESENTATION

DEMONSTRATION

An expert showing how to use a product or perform a procedure; also used to showcase a new product or process in order to market and spread innovations.

USE IT TO
- » apply knowledge or master a process.
- » have a high level of participant involvement.
- » share practical experience or process steps.
- » share innovations and good practice.
- » enable knowledge transfer within one's own context.

EXPERT PANEL

A moderated set of presentations on the same topic addressed from various angles by a group of people with specialized knowledge.

USE IT TO
- » provide multiple perspectives on a topic.
- » raise awareness about a topic or an issue.
- » lend credibility to a topic by providing an expert perspective.
- » enable knowledge sharing.

LIGHTNING TALKS

A series of short presentations on the same or diverse topics by different speakers lasting a few minutes each as part of a single session.

USE IT TO
- » raise awareness about one or more topics in a short amount of time.
- » report on project or group results and good practices.
- » enhance individual or group capacity to prepare succinct reports or presentations.
- » offer new perspectives.

POSTER SESSION

A presentation in a poster format, usually combining text and graphics, that engages presenters and participants in a conversation around the content of the poster.

USE IT TO
- » encourage continued reflection/interaction on a topic.
- » showcase results/innovations or increase visibility of a topic or theme.
- » accommodate a large number of participants.
- » support network building and informal knowledge sharing.

REPORT

An oral or written presentation that summarizes and highlights topic- or theme-based key points (concepts, data, processes, lessons learned, etc.).

USE IT TO
- » share results from a project/survey/ assessment or to provide an update.
- » raise awareness, especially on topics where information is difficult to obtain.
- » stimulate new perspectives.
- » capture and reuse tacit knowledge.
- » enable knowledge sharing.

STORYTELLING

A purposeful use of narrative that describes a practical outcome and is meant as a trigger for individuals, communities, or organizations to consider future action.

USE IT TO
- » share and capture tacit knowledge.
- » support deep understanding.
- » draw and focus attention on a topic.
- » enable knowledge sharing.

ANECDOTE CIRCLE

An exercise that involves the use of story themes and story-eliciting questioning to engage a group in sharing their experiences.

USE IT TO

» support process change such as team and relationship building
» conflict resolution.
» collect stories to evaluate complex projects.
» enable knowledge sharing.

BRAINSTORMING

The generation of ideas or solutions about a specific topic by tapping into the wisdom of peers and encouraging them to think of novel ideas

USE IT TO

» generate new and creative ideas.
» generate lists/checklists.
» facilitate problem solving, consensus building, and teamwork.
» motivate participants to invest in an idea or solution.
» enable knowledge sharing.

BUZZ SESSION

A very short discussion on a narrow topic that involves simultaneous small group work (usually in pairs) and stimulates contribution from each member of the participant group.

USE IT TO

» tap into the knowledge and experience of each participant.
» energize the group or as an icebreaker.
» identify needs/solicit quick feedback on a narrow topic.
» support generation of a large number of ideas.
» generate group-level questions for speakers.
» re-focus on core issues.

E-DISCUSION

A discussion that takes place online either synchronously or asynchronously.

USE IT TO

» engage members of a community of practice.
» examine topics in depth and allow for deeper reflection.
» support coaching/mentoring.
» enable planning and collaboration at any stage of a project or program — especially among geographically dispersed teams.
» plan agendas with several participants and sustain learning and engagement among workshop and conference participants.

KNOWLEDGE CAFÉ

Open, creative, facilitator-led conversations to surface collective knowledge, share ideas, and encourage collaborative dialogue in a relaxed, café-type environment.

USE IT TO

» provide multiple perspectives on a topic.
» surface and collect tacit knowledge and experience from a large group of participants.
» support collective learning and build networks.
» identify best practices.

PEER ASSIST

A facilitated event in which peers with relevant experience share their knowledge and experience, usually in the form of best practices and lessons learned, with a team that has requested help on a specific problem, project, or activity.

USE IT TO

» solve a specific business challenge -- generally more useful for solving adaptive challenges.
» enable knowledge transfer among peers.
» support collective learning, cross-linkages, and networking.
» stimulate new perspectives and new lines of inquiry.
» increase willingness to learn from one another—establish an open culture of learning in an organization.

ACTION PLANNING

A strategic exercise that results in a personal or group roadmap or timetable describing the specific steps that need to be taken to achieve a single or multiple objectives.

USE IT TO

» apply and/or localize knowledge.
» create a tangible output and road map for follow-up action.
» encourage ownership of follow-up actions.
» enable knowledge transfer.

BOOK SPRINT

A facilitated process that brings together a group of people to collaboratively produce a book in three to five days.

USE IT TO

» capture tacit knowledge.
» codify knowledge, practitioners' experiences, and lessons learned.
» exchange knowledge and results.
» create a tangible product – produce a book.
» build, further develop, or engage a community of practitioners or team.
» encourage ownership of follow-up actions.
» enable knowledge transfer.

FIELD VISIT

Physically going to a location that enables participants to experience project realities directly and meet with implementation teams and beneficiaries.

USE IT TO

» gain new knowledge and/or learn directly from a project or program.
» establish direct contact with beneficiaries, community members, and/or key stakeholders.
» identify good practices.
» build networks and partnerships.
» support decision-making.

FISHBOWL

A fishbowl is an experiential exercise that enables active participation through discussion by those inside the "fishbowl" and active observation by those outside of the "fishbowl." Think of the fishbowl as a center stage with observers sitting around it. A typical fishbowl setup has an inner circle of chairs for about five to eight people with more chairs for a larger group of observers set around the inner circle.

USE IT TO

» increase understanding of difficult or controversial topics.
» support multiple perspectives and debate.

» support problem-solving, especially for complex problems with no single-answer solutions.
» encourage active listening and reflection.
» enable knowledge transfer.

LEARNING STATION

A dedicated space, usually at a project site, where project components are displayed and discussed face-to-face.

USE IT TO

» discuss multiple perspectives on a topic.
» experience the potential output of a project by touring, observing, and participating.
» support collective learning and build networks.
» identify best practices

ROLE PLAY

An interactive exercise that allows participants to experience a situation from another's point of view, apply or develop skills to handle a conflict or a problem, and analyze the experience with the help of observers.

USE IT TO

» encourage different or new behavior.
» encourage exploration or discovery.
» develop appreciation for another's point of view.
» strengthen consensus among multiple stakeholders.
» develop skills to handle a conflict or make difficult decisions.

SECONDMENT

The temporary assignment of a person to another department or organization.

USE IT TO

» develop new proficiencies or enhance skills and expertise.
» enable knowledge transfer.

SIMULATION

A realistic, structured situation designed to engage participants in various interactions within a particular setting.

USE IT TO

» practice new skills in a realistic "real-world" environment.
» develop proficiency in handling a complex role or specific equipment.
» enable knowledge transfer.
» analyze a given situation in depth.
» support deep understanding of a subject area.

AFTER-ACTION REVIEW

A structured review process for project teams to analyze what happened, why it happened, and what can be done better or differently in the future.

USE IT TO

- » capture best practices and identify lessons to be learned from implementation experience.
- » capture multiple perspectives of what happened and why.
- » encourage feedback for improved performance.
- » enable knowledge transfer.

FOCUS GROUP

A structured discussion protocol that brings together a group of people, typically unfamiliar with each other but with a common interest, to give their opinions on a particular topic or area.

USE IT TO

- » test assumptions for improved decision- making.
- » test target audience response/reaction to products/services/campaigns before they are launched.
- » support development of a strategic focus.
- » encourage participants to build on each other's perspectives.

INTERVIEW

A question-and-answer engagement with an individual about a specific topic, usually following a pre-determined set of questions.

USE IT TO

- » raise awareness about a topic, issue, or cause.
- » capture tacit knowledge.
- » lend credibility to a topic by providing an expert perspective.
- » share practical experience.
- » enable knowledge sharing.
- » replace a presentation.

SELF-ASSESSMENT

An evaluation of how an individual rates him/herself on a specific set of competencies, behaviors, or attitudes.

USE IT TO

- » learn what participants need from the knowledge exchange.
- » gauge changes in participant competencies, behaviors, or attitudes after the exchange.

SURVEY

The gathering of data or opinions from participants using a structured set of questions.

USE IT TO

- » monitor progress.
- » evaluate results.
- » capture participants' perspectives and opinions or surface areas of consensus.
- » conduct a needs assessment or prioritize areas of action.
- » enable knowledge sharing.

SWOT ANALYSIS

A structured examination to identify a program or organization's internal strengths and weaknesses as well as any external/internal opportunities and threats (SWOT = Strengths, Weaknesses, Opportunities and Threat Analysis).

USE IT TO

- » manage and eliminate weaknesses.
- » help increase awareness and as a prelude to strategy formation.
- » stimulate new ideas and uncover opportunities.
- » enable knowledge transfer.