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

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**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

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**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

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**E-DISCUSSION**
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

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**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

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**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
**EXPERIENTIAL**

**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.

**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.
ANALYTICAL

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.

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.

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.

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.

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.

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.