

KNOWLEDGE MANAGEMENT

Working definition:

“To ensure the right people have access to the right knowledge at the right time and in the right format”

KM and the CIMS

Undertake analysis of formal reflections (e.g. evaluations, audits, reviews, feedback and complaints) for learning purposes and share this with relevant stakeholders (CIMS 2.8.1)

Share knowledge and experience through participation in sectoral and thematic networks with a view to improve practice and better influence positive social change (CIMS 2.8.2);

Engage with civil society organisations and other stakeholders to **avoid duplication**, leverage resources, develop and implement joint policy development and advocacy efforts, and to maximise impact (CIMS 4.5.1)

Efficiency in working towards the
Strategic Goals Strategic

Framework:

**Working Groups and
Task Forces per
strategic goal**

Membership of thematic
networks

**Communities of
Practice -CoP**

Capitalisation of
processes /
evaluations

Manual of Procedures with
Clear guidelines, policies,
templates, etc..

Regular Management
Review of Progress and
operating environment

Tools



Caritas Knowledge Management Portal

INTRODUCTION



1. Strategy and Governance



2. People



3. Processes



4. Systems

1.0 STRATEGY & GOVERNANCE

1.1 KM Framework

1.2 Governance mechanisms

2.0 PEOPLE

2.1 Roles and responsibilities

2.2 Awareness and capacity

3.0 PROCESSES

3.1 Knowledge documentation, capture and accessibility

3.2 Collaboration across teams

3.3 Participation in sectoral knowledge networks (external knowledge flows)

3.4 Learning from formal reflections

3.5 Ongoing learning and reflection for management

3.6 Institutional memory

4.0 SYSTEMS

4.1 Digital solutions

4.2 Using technology for monitoring, evaluation and learning

Processes

PARTICIPATION IN SECTORAL KNOWLEDGE NETWORKS (EXTERNAL KNOWLEDGE FLOWS)

3.3

Why is this important?

While internal knowledge management is focused on generating and sharing information and knowledge within an organisation (between employees), external knowledge flows focus on:

- Exporting knowledge to stakeholders who are not directly included in the process of creating and managing organisational knowledge.
- Importing knowledge from stakeholders who have knowledge which can inform and improve your organisational knowledge and practice.
- Co-creating knowledge with other actors to improve sectoral knowledge and practice.

A key source of external knowledge flows are knowledge networks,

Portal home

Glossary

Download the Self-Assessment Tool



Desired Outcomes (linked to the Assessment Tool)

The organisation has a KM framework/strategy/improvement plan, which is:

- Knowledge and experience are shared through participation in sectoral and thematic networks with a view to improve practice and better influence positive social change, (CIMS 2.8.2 and 4.5.1).
- The organisation pro-actively seeks to reinforce its knowledge gaps by acquiring learning from outside the organisation (be it in or outside of the Caritas network).
- The organisation applies learning from outside the organisation (be it in or outside of the Caritas network) and supports this in a structured and strategic way.
- There is a process whereby the knowledge and **learning** acquired individually becomes organisational knowledge.
- The organisation actively strives to share knowledge it considers important for other stakeholders.

Examples of actions/practices you can implement within your organisation and projects to participate in sectoral knowledge networks

- Schedule 'lunchtime talks' where individuals relate knowledge gained from their participation in external networks to the work of your organisation.
- Ensure staff regularly share information on the work of any external network, either through informal or formal mechanisms.
- With colleagues, map the external knowledge networks where your organisation is

Guidance, Tools and Case Studies from Member Organisations

- [Case study CE – Participation in Sectoral Working Groups](#)
- [Case Study CE HA Action Group – Participation in sectoral knowledge networks](#)
- [Case Study Cordaid – participation in sectoral knowledge networks](#)
- [Communities of Experts – CoE](#)

Links to further guidance, tools and examples

- [Communities of Practice](#)
- [CoPs in international development- article in KM journal](#)

[Click here to return to the overview of Pillar 3 – Processes](#)

Desired Outcomes (linked to the Assessment Tool)

The organisation has a KM framework/strategy/improvement plan, which is:

- Knowledge and experience are shared through participation in sectoral and thematic networks with a view to improve practice and better influence positive social change, (CIMS 2.8.2 and 4.5.1).
- The organisation pro-actively seeks to reinforce its knowledge gaps by acquiring learning from outside the organisation (be it in or outside of the Caritas network).
- The organisation applies learning from outside the organisation (be it in or outside of the Caritas network) and supports this in a structured and strategic way.
- There is a process whereby the knowledge and **learning** acquired individually becomes organisational knowledge.
- The organisation actively strives to share knowledge it considers important for other stakeholders.

Examples of actions/practices you can implement within your organisation and projects to participate in sectoral knowledge networks

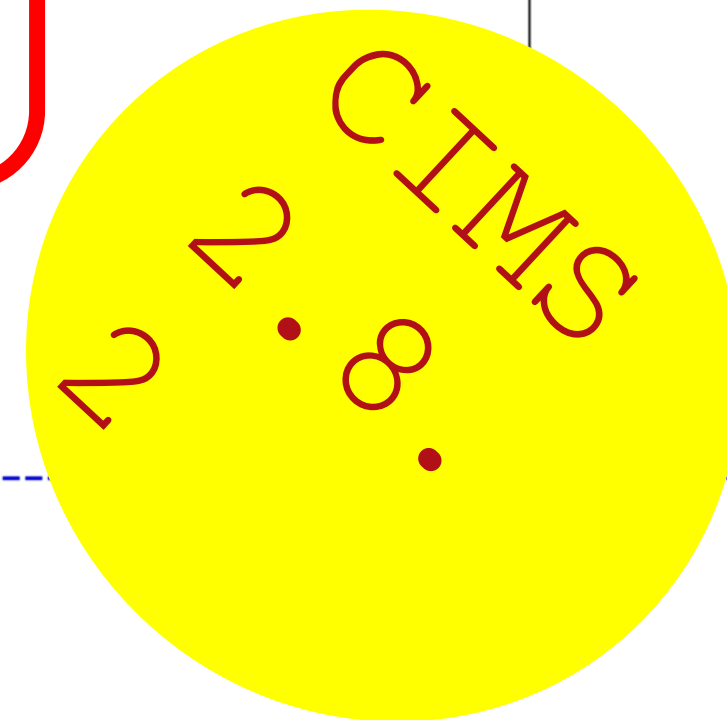
- Schedule 'lunchtime talks' where individuals relate knowledge gained from their participation in external networks to the work of your organisation.
- Ensure staff regularly share information on the work of any external network, either through informal or formal mechanisms.
- With colleagues map the external knowledge networks where your organisation is

[Portal home](#)

[Glossary](#)

[Download the Self-Assessment Tool](#)

UNIT / LEVEL ASSESSED: (e.g.: Entire Global Organisation, Head Office, Specific Team/Unit/Division, etc.)		The information below should be completed during a review of the finalised Self Assessment Tool with relevant decision-makers or managers in your organisation. This is designed to facilitate the development of an improvement plan.					
METHODOLOGY USED: (e.g.: Focus Group Discussions, Key Informant Interviews, Desk Review, etc. Also include information on any validation exercises used to finalise the assessment.)							
DATE OF REVIEW:							
PILLAR	BENCHMARK					RESPONSE TO FINDINGS	POTENTIAL ACTIONS / NEXT STEPS
	3.3 Participation in Sectoral Knowledge Networks (bringing knowledge from 'outside' into the organisation)	3.3 This benchmark corresponds to CIMS 2.8 (2)	The organisation does not prioritise learning from outside the organisation ('outside' meaning outside of the Caritas org. in question, so from within or beyond the Caritas network) nor does it seek to share its own knowledge with external stakeholders.	The organisation acknowledges the importance of acquiring and applying learning from outside the organisation, but this is not supported in a structured or strategic way. Some staff members are encouraged to seek out knowledge and learning relevant to their work through participation in	The organisation acknowledges the importance of acquiring and applying learning from outside the organisation and consistently supports this in a structured and/or strategic way. Staff regularly participates in sectoral and thematic groups, networks and events to improve the organisation's	Knowledge and experience is shared through participation in sectoral and thematic networks with a view to improve practice and better influence positive social change, (CIMS 2.8.2) The organisation proactively seeks to reinforce its knowledge gaps by acquiring and applying	
		Score	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	
		Why this score? Rationale					



Access our Portal (and Assessment Tool) from the footer of any page on the Caritas Europa Website

CONTACT INFORMATION

Caritas Europa
Rue de la Charité 43
1210 Brussels, Belgium

Tel: +32 (0)2 280 02 80
info@caritas.eu

[JOBS & TENDERS](#)

LEGALS

- > [Privacy Policy](#)
- > [Code of Ethics](#)
- > [Concerns & complaints](#)
- > [Safeguarding](#)

NEWSLETTER

Get our updates
straight to your inbox

[SIGN UP NOW](#)

CAMPAIGNS

- > [Because Caritas wants a social Europe](#)
- > [#whatishome](#)
- > [Share the Journey](#)

DONATE

Help create change,
support our work

[CONTRIBUTE](#)

FIND YOUR CARITAS

[MEMBER ORGANISATIONS](#)

MEMBER RESOURCES

[MAPPING](#)


[KNOWLEDGE MANAGEMENT PORTAL](#)



This website has been produced with the financial support of the European Union. The information contained on this website does not necessarily reflect the position or opinion of the European Commission.



Mapping

CE mapping 2015 
Request of members
Taken over by CI in 2020
Embedded in BAOBAB

- Who does what where, who for, with which partners ?
- Avoid duplication of Surveys
- Transparency
- Find Partners for consortia in view of EU calls
- Visibility
- Credibility : demonstrate that MOs are part of the vast global network
-