

26 KNOWLEDGE MANAGEMENT GRID

If this is an issue...	...work on this
How informed are you about Developments in your Environment? How do you hear about shifting needs of target groups, new funding opportunities, changes in the competitor and partner landscapes, innovations, and new approaches in the field?	Environmental Scanning
How effectively do you manage your Contact Base? Who has contacts and access to key stakeholders (funders, partners, institutional representatives)? How do you maintain and grow your contact and client data bases?	Relations Management
How do you record experiences and Lessons Learned from your projects? Do you engage in any debriefing after projects and campaigns? Is there a method for learning from successes and failures?	Lessons Learned
What kind of information do you have to support Management Decisions? Which planning and monitoring data are available and to whom? Are protocols of team and board meetings kept, accessibly stored, and revisited?	Management Dashboard
How well-defined are your Work Routines? Do you have (and use) written process outlines, check lists, and quality standards?	Core Process Design
How do you access and leverage your team's Internal Expertise? What kind of culture and practice do you have regarding knowledge sharing? What methods do you use?	Pathways to Knowledge Sharing



KNOWLEDGE AND LEARNING

Method Card 37 ■ ▨