

# ORGANIZATIONAL KNOWLEDGE SHARING CERTIFICATE PROGRAMS

Improving  
Effectiveness and  
Service Delivery

Bangkok

**OKS Strategy Course**

*January 29th-February 2nd, 2018*

**OKS Technical Course**

*February 5th - 9th, 2018*



The World Bank in partnership with the Institute for Knowledge and Innovation South East Asia is offering two Organizational Knowledge Sharing (OKS) Training Programs to development practitioners in both the public and private sectors. These innovative OKS programs are aimed at building the capacity of public sector institutions and private organizations to improve effectiveness and service delivery by more systematically documenting, sharing and using their operational experience.

## ORGANIZATIONAL GOALS FOR KNOWLEDGE SHARING

While goals for knowledge sharing may vary from institution to institution, they can typically be grouped into three categories, (i) Improve operational effectiveness, (ii) Increase sustainability of the institution's operations, and (iii) replicate and scale up solutions.

### Improve operational effectiveness

- Development of a knowledge sharing culture based on clear incentives and supported by an adequate budget
- More systematic sharing of good practices between staff and departments
- Increased collaboration between teams facilitated by intra-organizational knowledge sharing
- More informed and evidence/experience based decision making at all levels
- Just-in-time access to knowledge
- Improved self-monitoring

### Increase sustainability of the organization's operations

- More systematic documentation of what works, when and how
- Increased institutional memory and mitigation of brain drain due to staff turnover
- Improved knowledge of new staff

### Replicate and scale up solutions

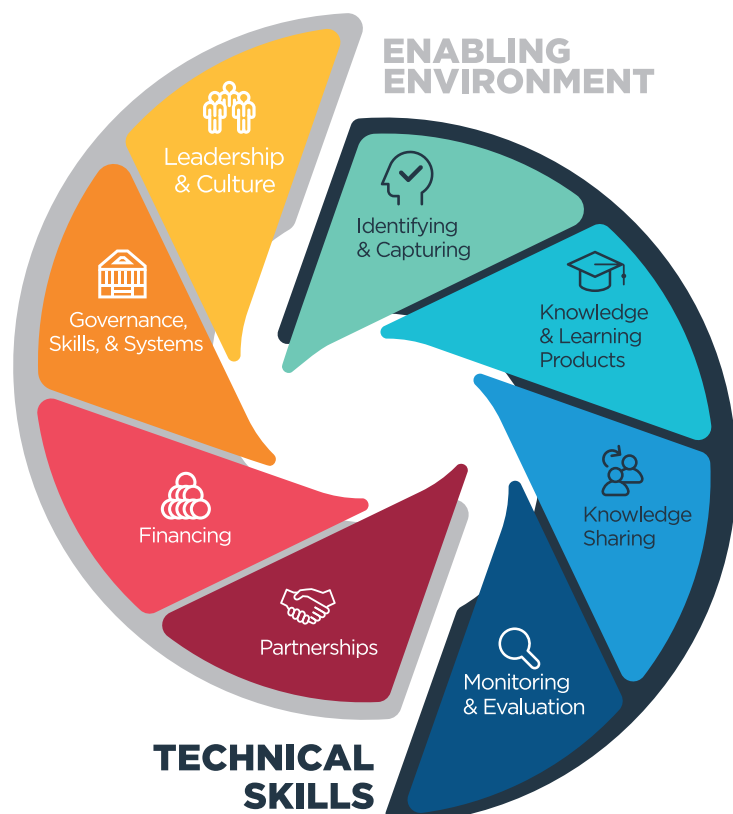
- Lessons learned systematically captured & shared to accelerate development processes
- More results-focused preparation, implementation and follow-up of knowledge exchanges
- Measurable indicators are defined together with the client

## A SYSTEMATIC APPROACH TO STRENGTHENING ORGANIZATIONAL KNOWLEDGE SHARING

In order to holistically address the multi-faceted dimensions of organizational knowledge sharing, the World Bank has developed a framework built on 2 pillars: (1) strengthening the enabling environment for knowledge sharing to thrive, and (2) strengthening technical cross-cutting skills to allow for high-quality knowledge sharing and learning.

These two pillars serve as the structure of the two Organizational Knowledge Sharing Certificates.

To learn how the World Bank has helped organizations all over the world overcome these OKS challenges and more, visit us at [www.worldbank.org/knowledgesharing](http://www.worldbank.org/knowledgesharing).



# Organizational Knowledge Sharing (OKS) Certificates

	OKS Strategy Certificate	OKS Technical Certificate
<b>What?</b>	Addresses critical enabling factors such as leadership support, developing an organizational culture for knowledge sharing and collaboration, policies and practices that outline values and provide guidelines, governance mechanisms that foster optimal use of knowledge at all levels within the organization, technology tools and platforms that support operational processes through smart use of knowledge, budget development and strategic partnerships	Develop technical skills such as systematic identification of innovations and lessons learned that merit scale-up and replication, consistent documentation of experiences and their validation, translation of knowledge into learning products and activities, replication-oriented knowledge sharing approaches and instruments and measuring success
<b>Why?</b>	Strengthening the enabling environment for knowledge sharing to thrive	Strengthening technical cross-cutting skills to allow for high-quality knowledge sharing and learning
<b>How?</b>	5 days interactive workshops	5 days interactive workshops
<b>For who?</b>	Executives and Decisions Makers of Public and Private Organizations	Knowledge Champions and Change Agents of Public and Private Organizations
<b>Outputs</b>	<ul style="list-style-type: none"> <li>• A self-assessment;</li> <li>• A visioning and planning exercise</li> <li>• Development of a set of policies and practices and governance structure for knowledge and learning</li> </ul>	<ul style="list-style-type: none"> <li>• Creation of tools, systems and processes for systematic documentation and for effective knowledge sharing.</li> <li>• Testing of the newly acquired skills and tools in selected knowledge sharing pilots, with iteration and further scale-up.</li> </ul>
<b>Where?</b>	This certificate will be offered in Bangkok, Thailand by the Institute for Knowledge and Innovation Southeast Asia (Bangkok University) in collaboration with the World Bank	This certificate will be offered in Bangkok, Thailand by the Institute for Knowledge and Innovation Southeast Asia (Bangkok University) in collaboration with the World Bank
<b>When?</b>	<b>January 29th-February 2nd, 2018</b>	<b>February 5th - 9th, 2018</b>
<b>Price</b>	Development Practitioner (Discount) - \$1,000 U.S. Others - \$1,500 U.S.	Development Practitioner (Discount) - \$1,000 U.S. Others - \$1,500 U.S.

When possible and relevant, participants are encouraged to attend both certificates to gain all the necessary knowledge and skills to properly implement OKS in their organization. Our approach is based on a range of tools that have been tested and continuously refined with organizations across sectors and countries throughout the world.

After successful completion of each certificate, participants will obtain an Organizational Knowledge Sharing Certificate delivered jointly by the World Bank and the IKI-SEA (Bangkok University).

Seating is limited to 25 participants per certificates. To learn more about these certificates, please visit our Web site ([okscertificates.org](http://okscertificates.org)) or contact us at [okscertificates@gmail.com](mailto:okscertificates@gmail.com)

Workshops will be delivered in English by professional and experienced facilitators from the World Bank and from the IKI-SEA.

# Facilitators

## STEFFEN SOULEJMAN JANUS



Steffen has over 20 years of practical experience in knowledge sharing, organizational change management and learning design. He manages the Knowledge Sharing work program in the World Bank vice presidency for Equitable Growth, Finance and Institutions. He has conceived the World Bank's portfolio of organizational knowledge sharing offerings to country institutions. As a seasoned facilitator for organizational change management processes built on participatory learning he supports public sector institutions and senior management teams across the world. In parallel he manages innovative social development projects and programs with a focus to increase livelihoods of the poor and disadvantaged. Prior to his current work he was program manager for the South-South Facility multi-donor trust fund and headed the World Bank Institute's team responsible for e-learning, learning design, and pedagogy. Steffen was one of the initiators of the African Platform for Development Effectiveness (APDev) and is a board member of the Global Development Learning Network (GDLN). He holds an MBA from Columbia University, NY and is the author of the handbook on "Becoming a Knowledge Sharing Organization".

## BRUNO LAPORTE

Is the President and CEO of Leadership, Knowledge, Learning, LLC. This company offers a unique combination of leadership development, knowledge management, and learning solutions, to address the complex challenges clients face. It focuses on accelerating institutional reforms and organizational change through collective action. He has extensive experience, across the globe, in policy development, project implementation, and capacity development. A former Director of the World Bank, he has a track record in managing large development programs and projects, as well as implementing change management initiatives. He designed and implemented new capacity development approaches, combining knowledge and learning with collaborative governance, and innovative solutions. He also launched the e-Institute, a virtual learning classroom providing convenient, easy, and reliable access to cutting edge knowledge and communities of practice



## PHILIP KARP

Phil Karp is a Lead Knowledge Management Specialist in the World Bank's Social, Urban, Rural and Resilience Global Practice, where he leads design and implementation of various components of the World Bank's knowledge, learning and innovation work, including South-South knowledge exchange, Communities of Practice, and knowledge networks and partnerships. He has more than 20 years of experience in the fields of knowledge, learning, and advisory services, with particular emphasis on practitioner-to-practitioner and South-South knowledge exchange.

## ROBIN VAN KIPPERSLUIJ

Robin has 20 years of experience in international development, organizational knowledge and learning. In his current capacity as a Senior Knowledge and Learning Officer at the World Bank, Robin designs and leads client engagements with critical behavior change and knowledge dimensions. Prior to the World Bank, Robin was Chief Knowledge Management at UNICEF, where he strengthened research and knowledge functions globally. For SNV Netherlands Development Organization he served as a senior manager and Deputy Director for Lao PDR. Earlier in his career, Robin worked on e-learning and on-line banking in the private sector. Robin holds an educational background in Public Administration (Erasmus University), International Development Studies (UNDP Development Academy) and is a Certified Partnership Broker (ODI/IBLF).



## VINCENT RIBIÈRE

Vincent is an enthusiastic and creative International professor, speaker and consultant with a passion for helping organizations solving their organizational knowledge and innovation management issues. Founder of the Institute for Knowledge and Innovation Southeast Asia (IKI-SEA) at Bangkok University, of the Asian Symposium of Creativity and Innovation Management (ASCIM), of the KM Global Network and of the Creative Mornings chapter of Bangkok, as well as various innovative academic programs, he has a strong entrepreneurial spirit and he enjoys sharing his knowledge and experiences. Vincent delivers keynote speeches and workshops at various International Professional and Academic conferences and he is the Author of more than 60 publications.