

It's time to reflect on what we lived in FY 20 and share our experiences with you!

With your collaboration, here is what we did this fiscal year to support the design and management of communities of practice to drive real development impact.

Impactful Communities of Practice

We helped teams maximize the value of their CoPs through customized advisory services and our CoP Lab program.

Impact of Effective Communities

- ✓ Collaboration beyond organizational boundaries
- ✓ Knowledge flow across regions and themes
- ✓ Multidisciplinary solutions to complex problems
- ✓ Better development results

FY 20 CoP Lab Graduates

- ✓ Operations Trainers Community
- ✓ IFC Solutions to Forced Displacement
- ✓ FCS / IDA Network at IFC
- ✓ WBG Knowledge Management CoP
- ✓ Justice CoP
- ✓ Jobs Diagnostics

Trained Community Managers and Community Leaders

It takes expertise and effort to build a successful community. We build the capacity of individuals to become skilled community builders, leaders, and facilitators. Here are our FY 20 training sessions:

2

Cohorts

50

Graduates

5

Sessions

90

Participants

Community Management Certification

Introduction to CoPs

Topical Workshops

- Engaging Virtual Meetings
- Online Events
- Online discussions
- Virtual Facilitation

Peer Learning: Community Practitioners Network

We facilitate a network of experienced community practitioners so that you can take advantage of the immense wisdom and support of peers.

Online Communities



Programming

- Working Out Loud e-discussions
- CMAD Lunch
- C4D Peer Learning Roundtables

A special thanks to our Community Champions for generously sharing their expertise and time with the community.



Dulce Govea



Johannes Zimmermann



Diana Tatu



Melissa Castera



Aaron Buchsbaum



Rodica Tomescu-Olariu



Rebecca Solomon



Hande Ayan

CoP Ecosystem Support: Tools and Resources

We strive to develop tools and resources to help WBG communities collaborate and learn from each other. Here are our key FY 20 contributions:

Resources

- WBG CoP Inventory
- Roster of experienced Community Managers for hire

Blogs

- 5 Questions for Building a Community
- Facilitating Virtual Engagement
- How to Run Engaging Virtual Meetings

Tools

- Member interview guide
- Community Building Checklist
- Tips for Effective Virtual Meetings
- TOR for a CoP Core Group

Beyond the World Bank

This fiscal year our services reached beyond WBG audiences. We received an industry recognition and guided external partners to develop collaboration for impact initiatives, many of them related to COVID-19 response.

CoP Center of Excellence Award



Business support to 100+ external facing communities of practice.

Technical Assistance



Forward Look

For FY 21 we want to strengthen our support to WBG Global Practices to help them leverage Communities of Practice to channel technical and global knowledge into country programs.



CoP Impact Metrics Framework

Eyes on the big picture: Start from the desired impact. Define success > Measure progress > Generate evidence



Community Incubator

- Modular learning Journey
- Consolidated virtual learning resources
- Access expertise at scale
- Global accessibility

The Team Behind the Scenes



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Program Lead



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