CONNECTIVE CITIES

Virtual Global Exchange

Municipal Response to **COVID-19**

NOV 23rd - DEC 3rd

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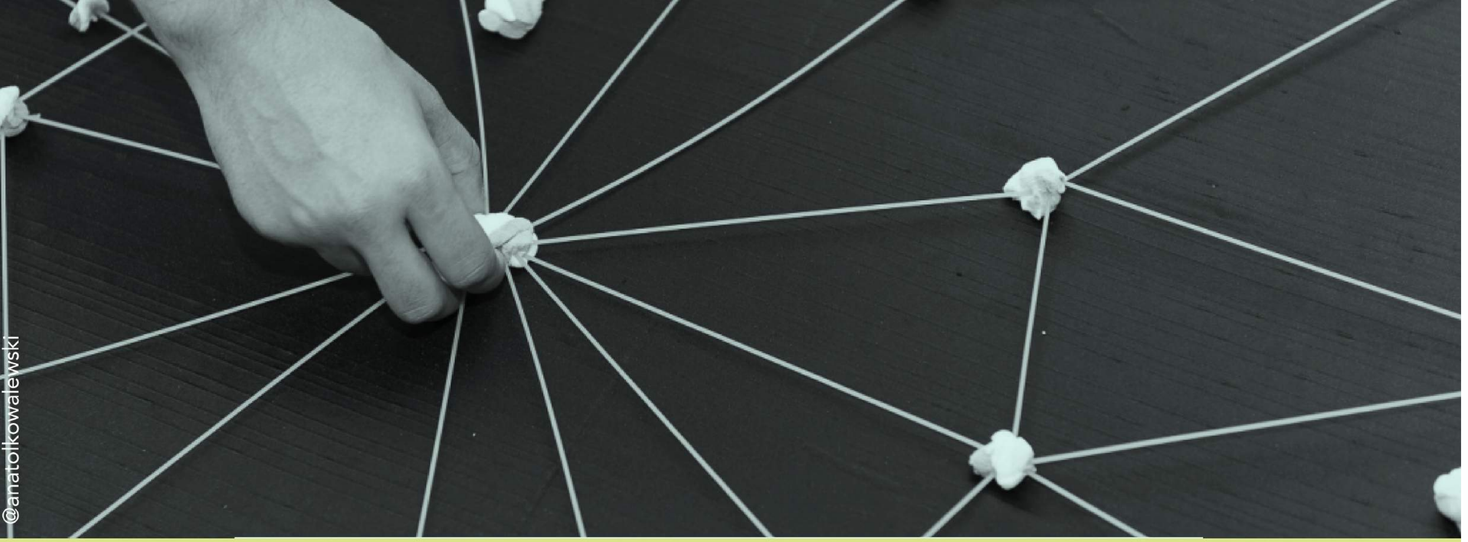
Federal Ministry for Economic Cooperation and Development



‘Managing uncertainty’:

Soft launching of the “Community of Practice” and Overview of the Methods to be learned and challenges to be tackled.

NOV 30th

15:00 - 16:00 (CET)

Daniela Marzavan

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Sign in Sign up

You have been invited to join

Sub Saharan Africa Dialogue Event: Home Room

N Nela Helena Masarova (Owner)

‹› Type in your name Join

Public Room Recordings

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This room has no public recordings.

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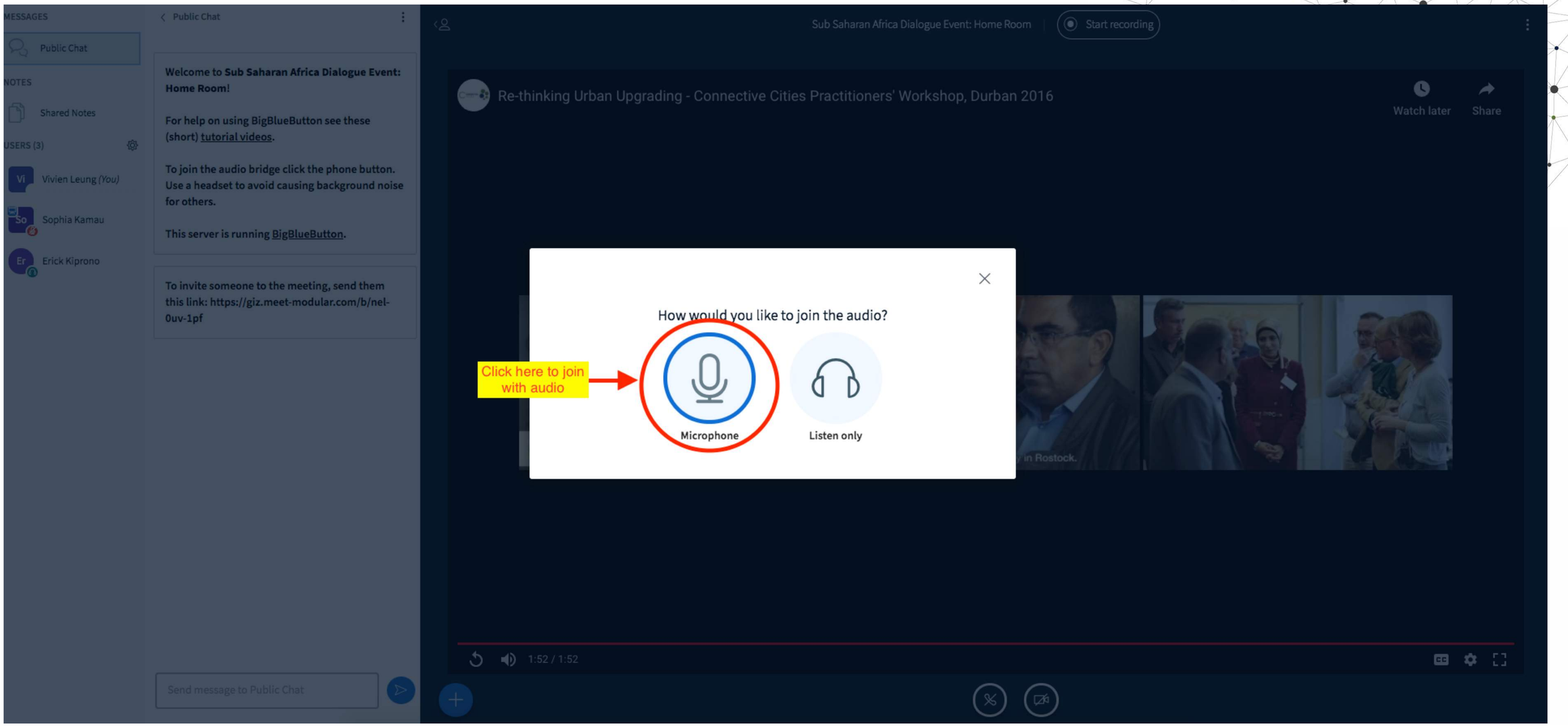

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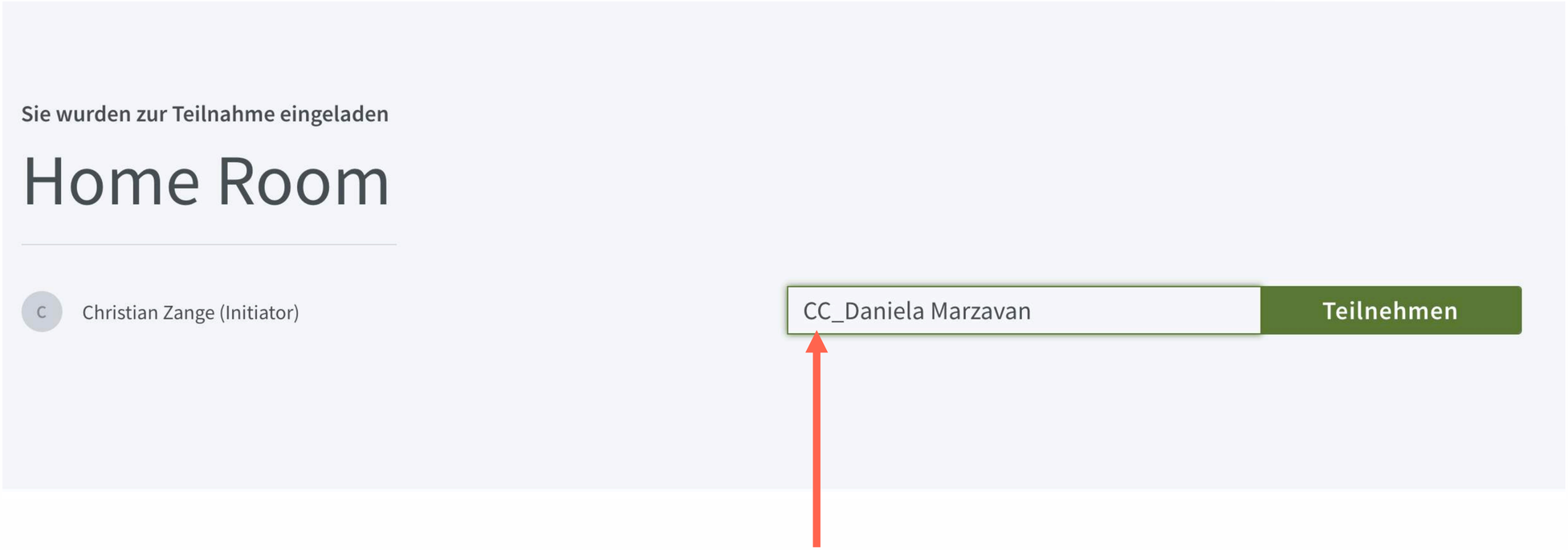
HOUSE KEEPING: BIG BLUE BUTTON



First Name _ City of Birth _ City of Residence
Daniela_Bucharest_Weimar

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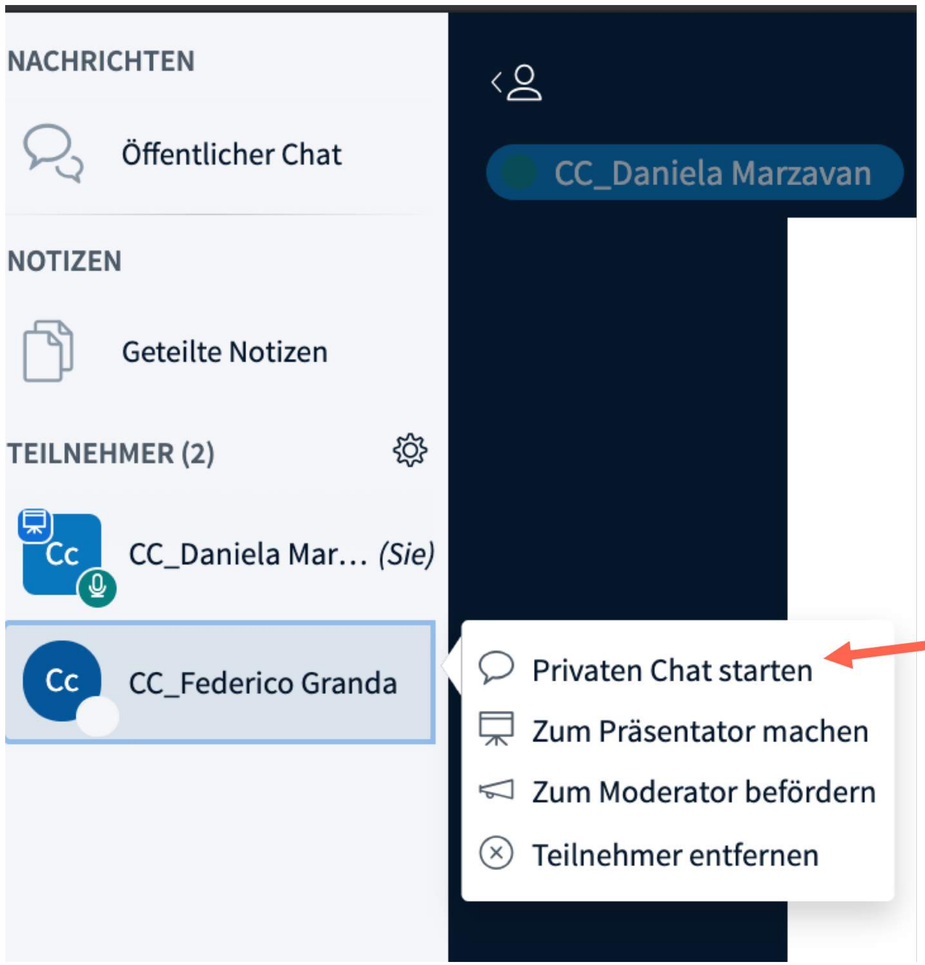

INTRODUCE YOURSELF to someone from a city you know / would like to know.
Ask them to share with you something about their city most people don‘t know!

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WHOM DID YOU MEET?
SHARE A GOOD STORY!

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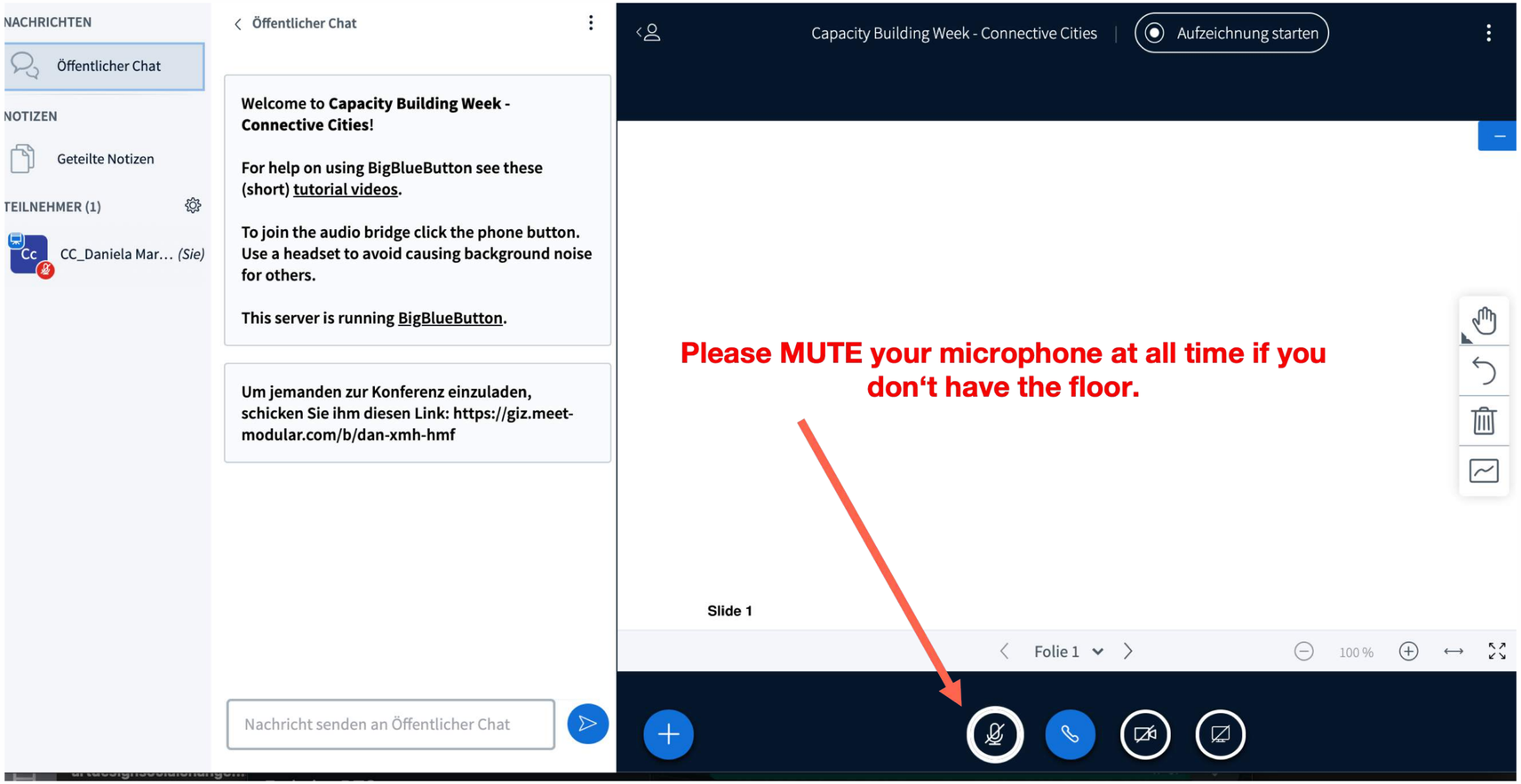

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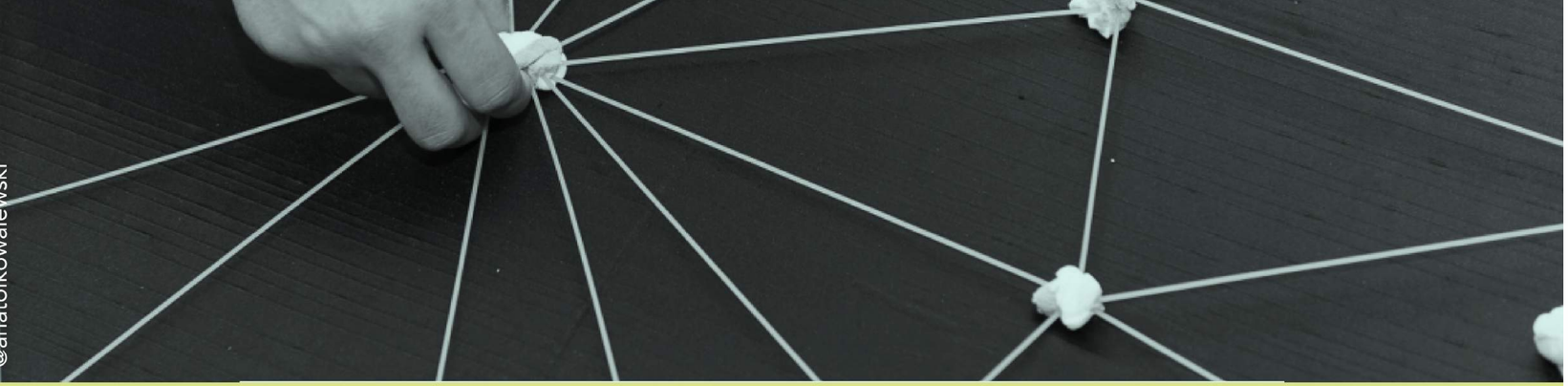

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1. MANAGING UNCERTAINTY

2. COMMUNITY OF PRACTICE

3. COMMUNITY BASED DESIGN

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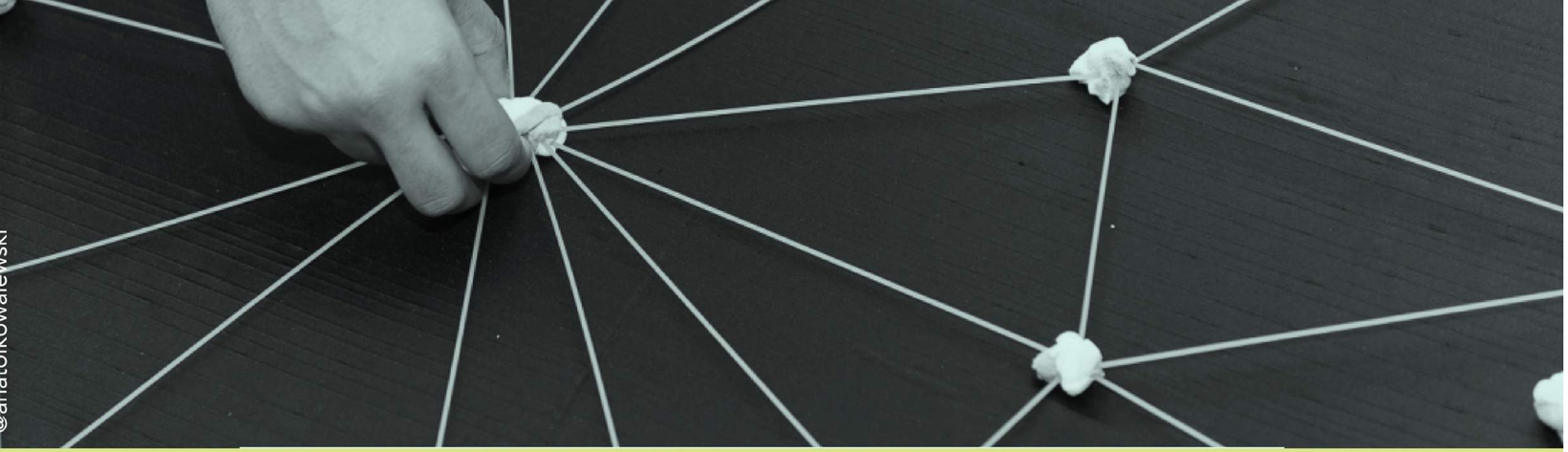

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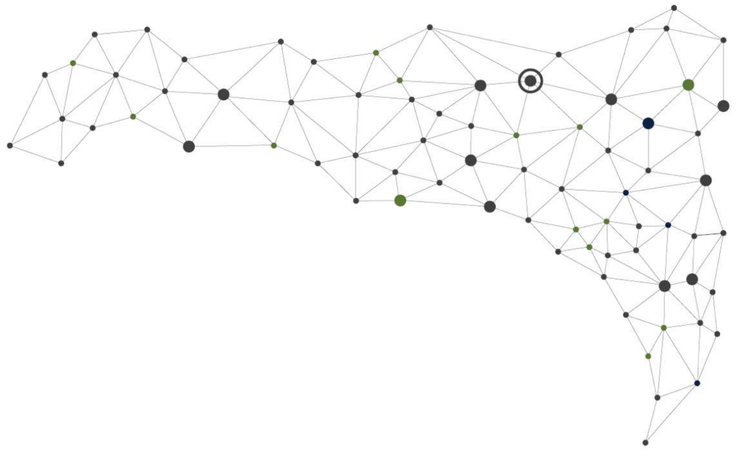

1. **MANAGING UNCERTAINTY**
2. COMMUNITY OF PRACTICE
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CRISIS

turning point for better or worse
in an acute disease..

Merriam-Webster Dictionary

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Managing UNCERTAINTY

CRISES **TEST** OUR **RESILIENCE:**

How much can you **stretch without breaking**?
How well do you **recover**?

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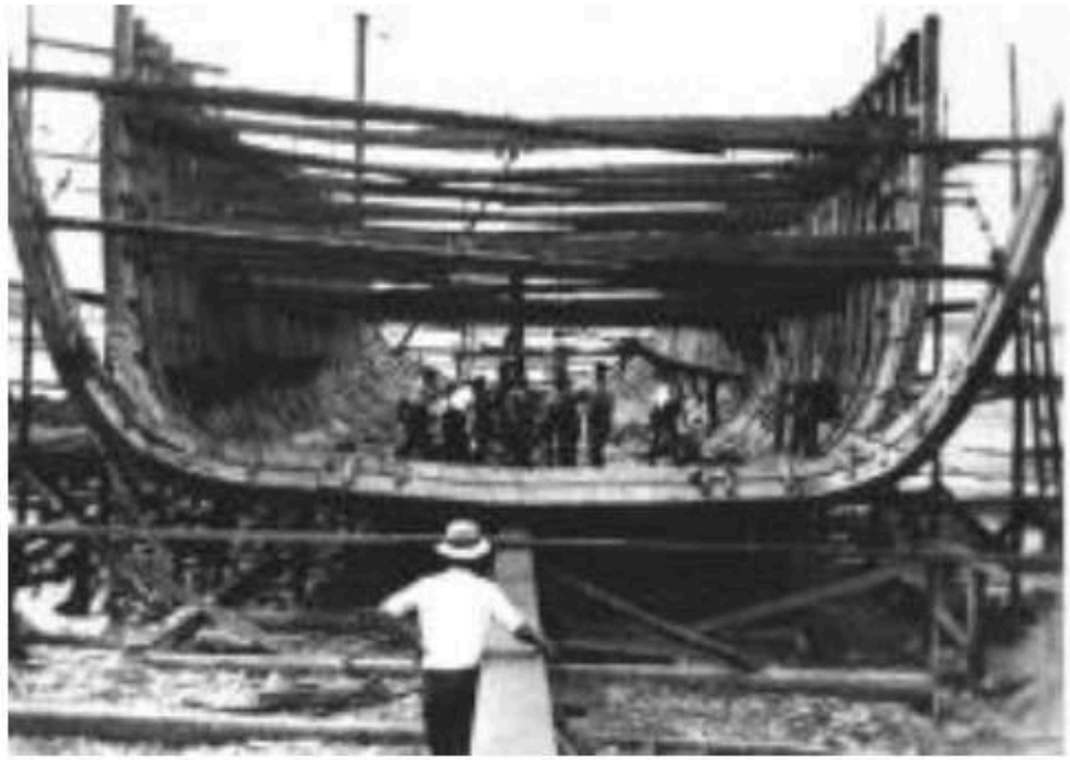
Managing UNCERTAINTY

„..the **ability** to **deal** with a **crisis situation** is **largely dependent** on the **structures** that have been developed **before chaos arrives**.“

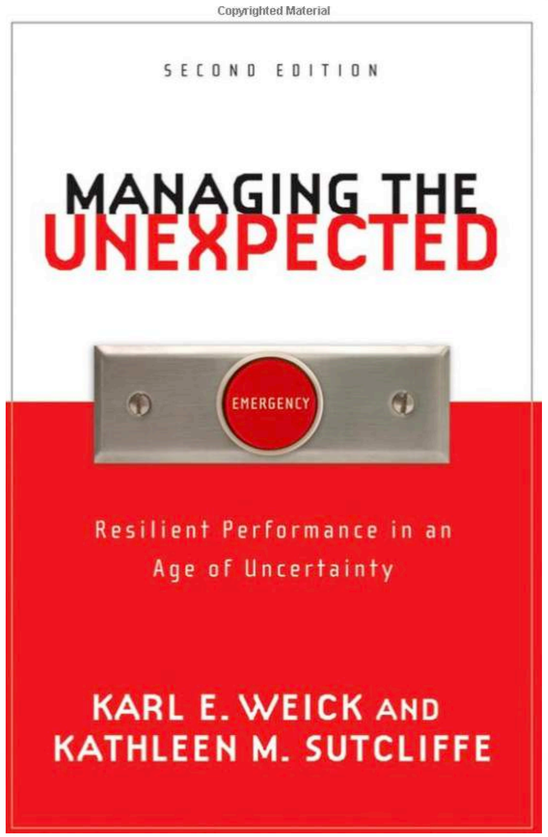
Pat Lagadec



Raising a Frame

HIGH RELIABLE ORGANIZATIONS
(HROs)

Are **MINDFUL organizations** developed
-ways of ACTING
-styles of LEARNING
that enable them to manage the unexpected better than others.



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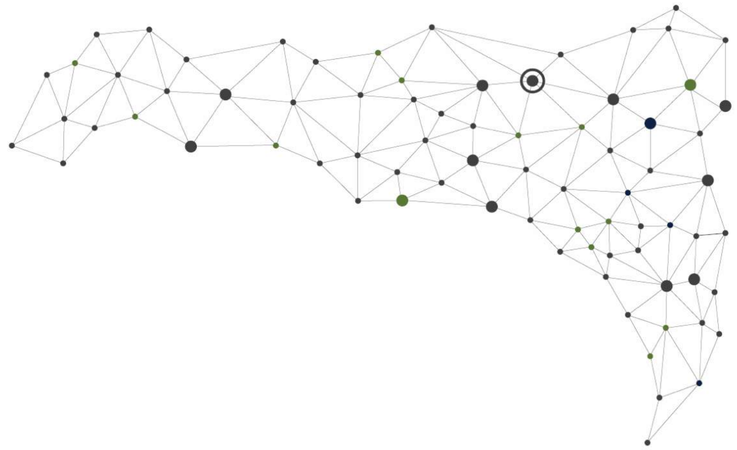

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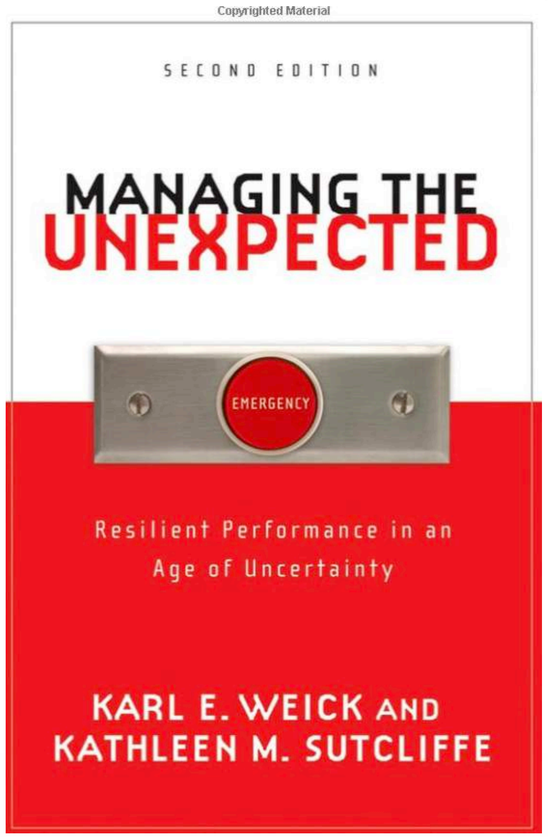
HIGH RELIABLE ORGANIZATIONS
(HROs)

-> **TRACK** SAMLL FALIURES
-> **RESIST** OVESIMPLIFICATION
-> **SENSITIVE** TO OPERATIONS
-> **MAINTAIN** CAPABILITIES FOR RESILIENCE
-> **SHIFT** LOCATIONS OF EXPERTISE



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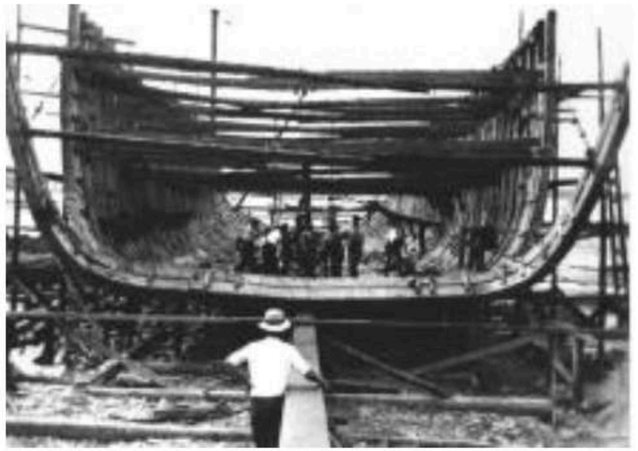
HOW IS YOUR MUNICIPAL ORGANIZATION SAILING through the stormy waters of CRISIS?



Raising a Frame

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1. What ship are you currently sailing on?

Representing the organizational structure.

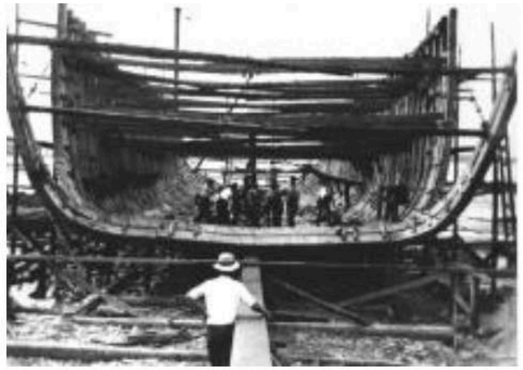
A. SURFBOARD

B. BOAT

C. OIL TANKER

D. CATAMARAN

E. BUILDING A FRAME



Raising a Frame

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2. On which waters are you currently sailing on?

Representing the country context, the volatility, uncertainty, ambiguity?

A. Stormy OCEAN

B. CALM SEA

C. ROUGH RIVER

D. SWAMP

3. How does it feel to be on this ship right now?

Representing the organizational culture in your municipality or entity.

A. SCARY **B. SAFE** **C. AGILE** **D. LOVING**

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4. How is your boat setting course?

How do you take and implement decisions?

A. COLLECTIVELY **B. TOP DOWN** **C. Consulting Citizens** **D. CHAOTICLY**

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5. Which values do we currently practice?

Representing leadership and vision.

A. SOLIDARITY **B. TRANSPARENCY** **C. RESPECT** **D. HONESTY**

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6. With whom do you currently communicate most on the ship?

Representing outreach

A. With everyone people on the ship and outside the ship

B. WITH DIRECT BOSS ONLY

C. With The Experts

D. WITH CITIZIENS

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7. How are you communicating on the ship?

Representing communication style.

A. SHOUTING at each other

B. KINDLY Asking honest questions

C. CALLING instead of formal emails

D. Automated

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8. What do you do in the middle of a storm?

Representing the resilience.

A. LEAVE THE BOAT

B. FIGHT TOGETHER

C. GET EXHAUSTED, COLLAPSE

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9. How are we looking back at routes traveled o in the middle of a storm?

Representing learning and knowledge management

A. SHARE FALIURES

B. SHARE GOOD PRACTICEs

C. SHARE OPENLY WHAT WE‘VE LEARNT

D. NO TIME FOR THAT

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10. How do we garden harvested insights and share success and failure stories?

Do we create processes and adapt structures according to the learnings?

A. WELL CURATED SHARING EVENTS

B. REGULAR TRAINIGS

C. SAVED IN THE CLOUD TO BE LOOKED AT …LATER

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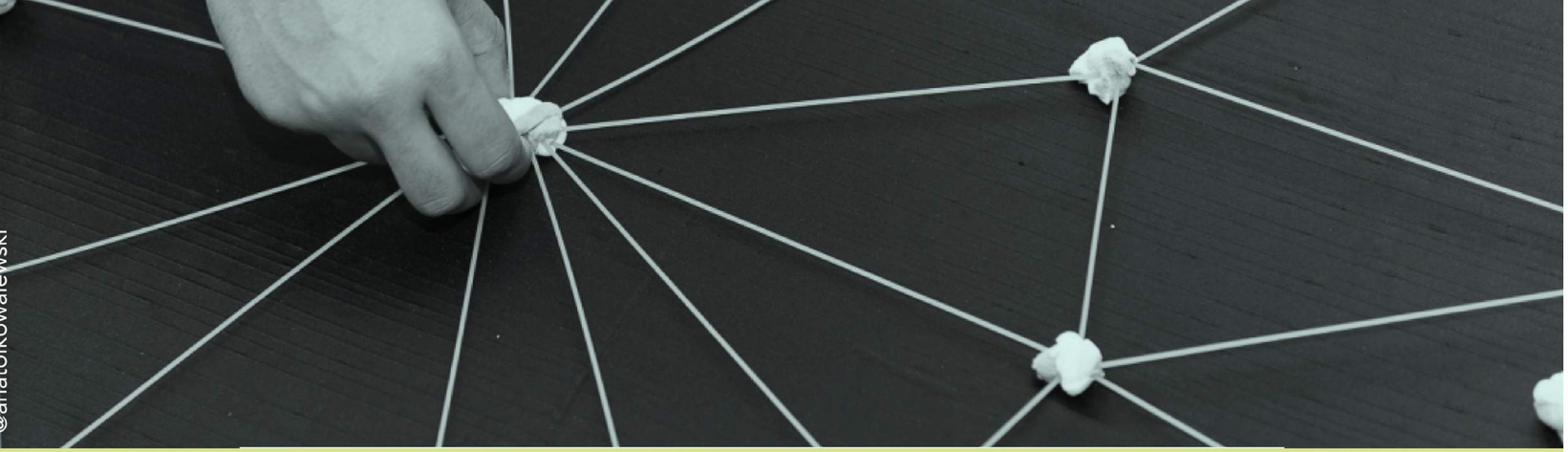

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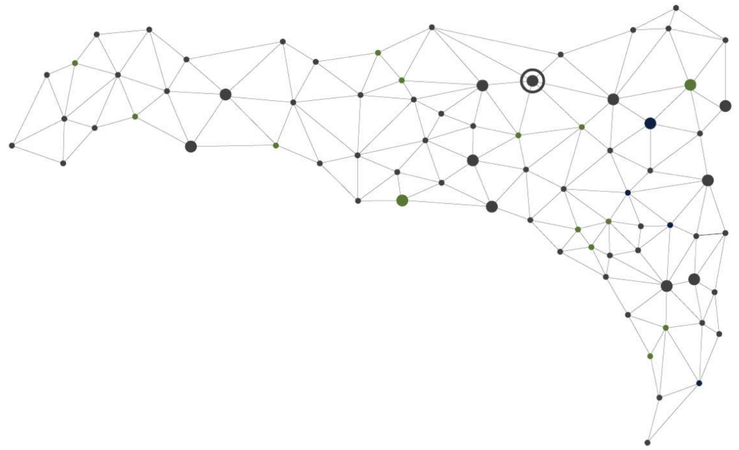

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HOW COULD WE CREATE **SMALL FLOTILLAS** FROM DIVERSE SHIPS HEADING TO THE **SAME GOAL** SAFE HARBOR?

A TRUE **COMMUNITY OF PRACTICE.**

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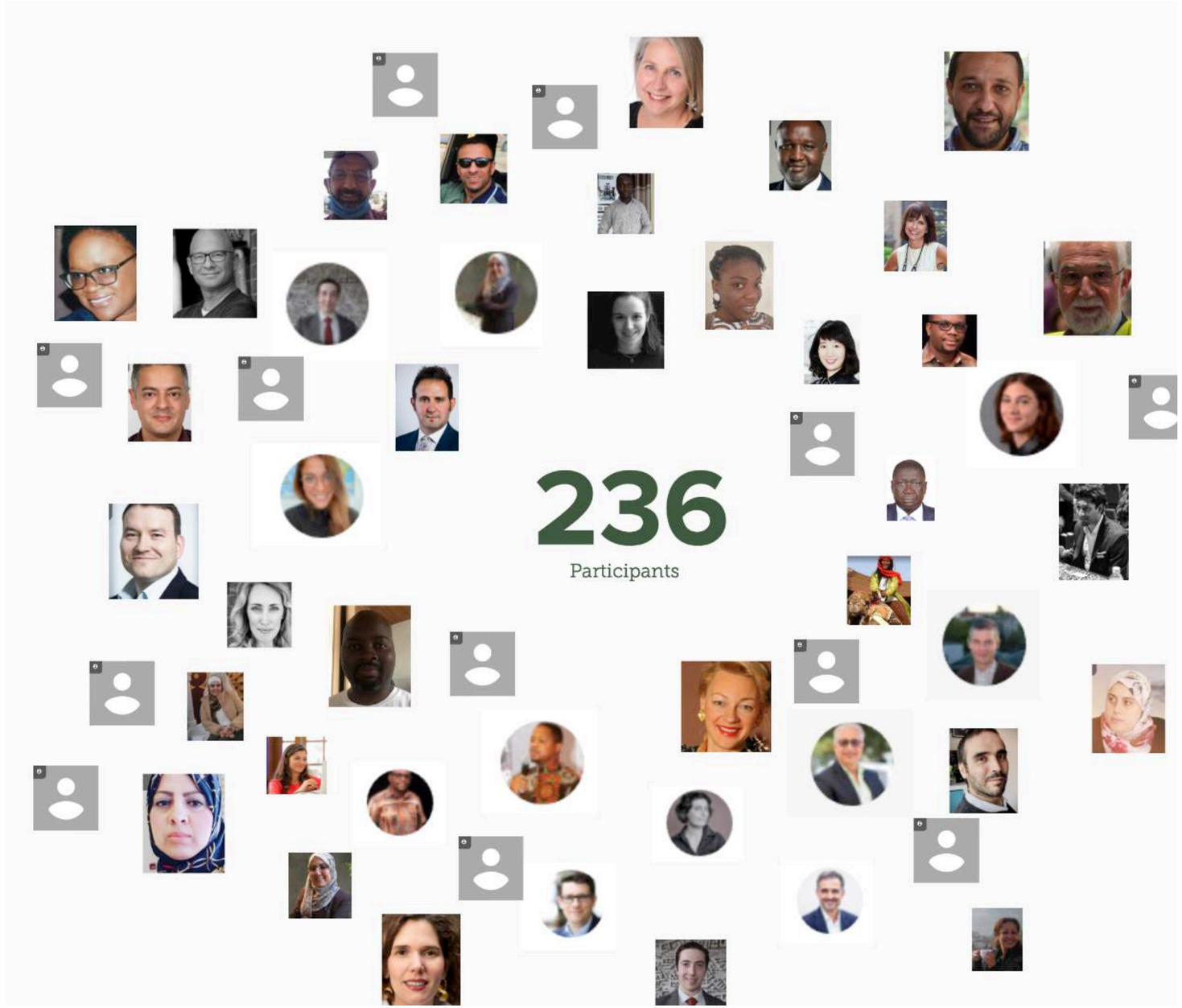

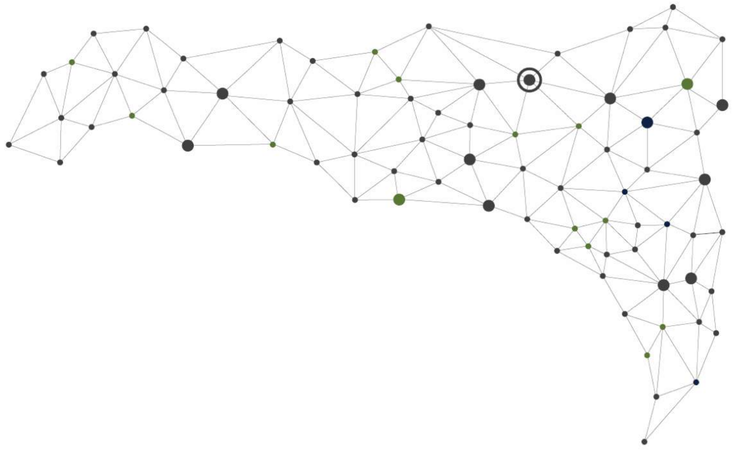

WHAT IS A COMMUNITY OF PRACTICE (CoP)?

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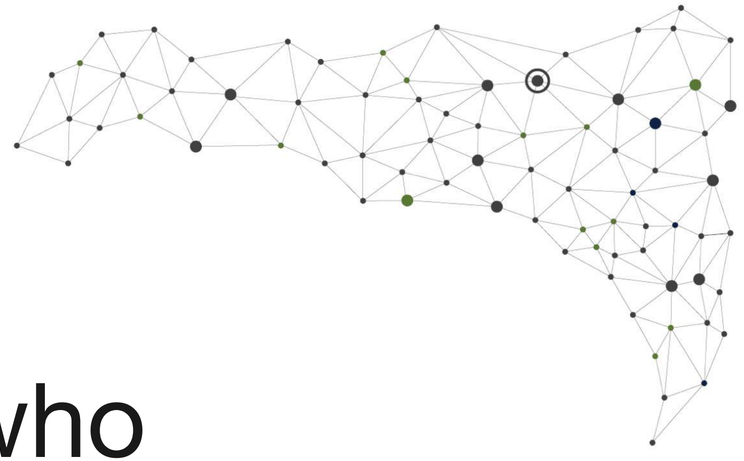

A **CoP** is a **group of people** who **share the same goals** and **a** purpose and want **to get better** at reaching their goals **by interacting regularily** with eachother.

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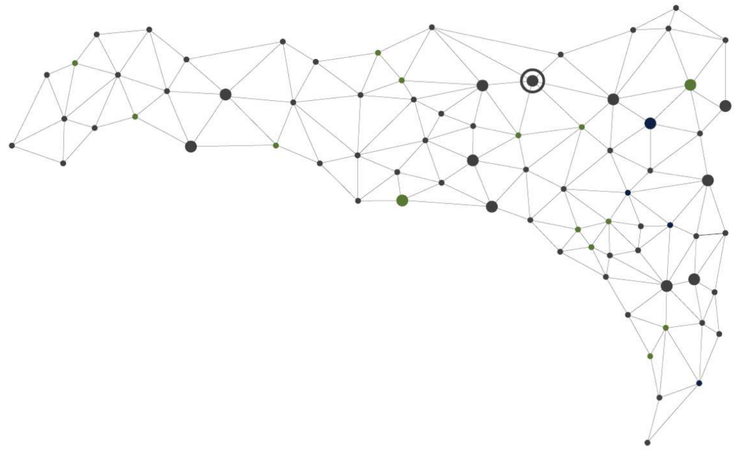
CoP attributes:

- Community: sharing experience and knowledge
- Subject : a shared topic, common interest in the subject matter
- Practice: learning and sharing are practice-based
- Motivation: members are intrinsically motivated.
  Structure: mix of informal and formal structures to assure exchange of tacit and explicit knowledge
- Mandate: sharing and renegotiating results and agreed goals



Participation is voluntary.
Action is autonomous.

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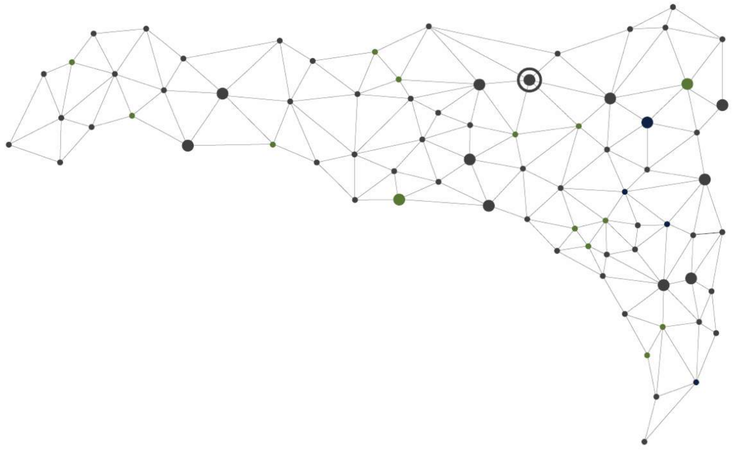
Speakers from

+40 CITIES



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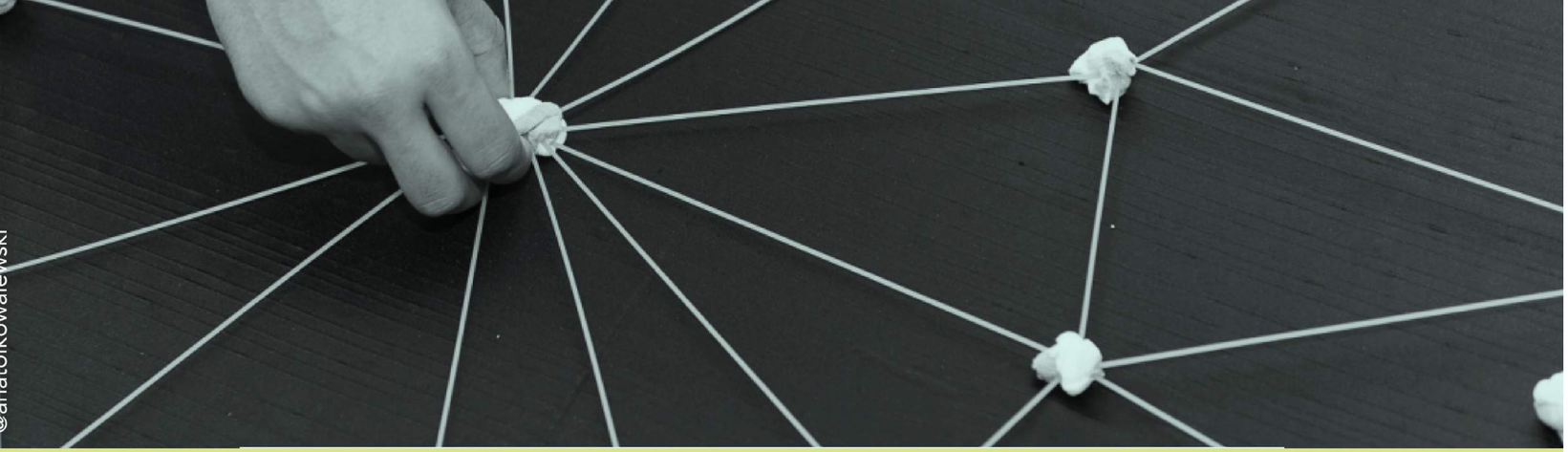

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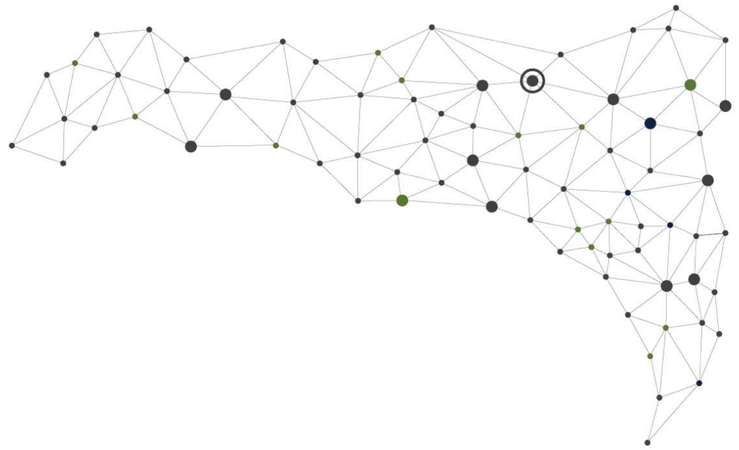

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CONCEPT METHOD: BACKCASTING

1. Undestand the current state
2. Envision and define success
3. Come up with creative solutions
4. Decide priorities

CONCEPT METHOD:
NOT DESIGN THINKING

COMMUNITY BASED PUBLIC SERVICE DESIGN

The Apple Newton MessagePad 2100, running Newton OS, alongside the original iPhone running iOS

Also known as	MessagePad
Developer	Apple Computer, Inc.
Type	Bar PDA
Release date	May 8, 1993; 27 years ago
Discontinued	February 27, 1998
Operating system	Newton OS
Input	Touch screen
Successor	iPhone 2G iPad (1st generation)

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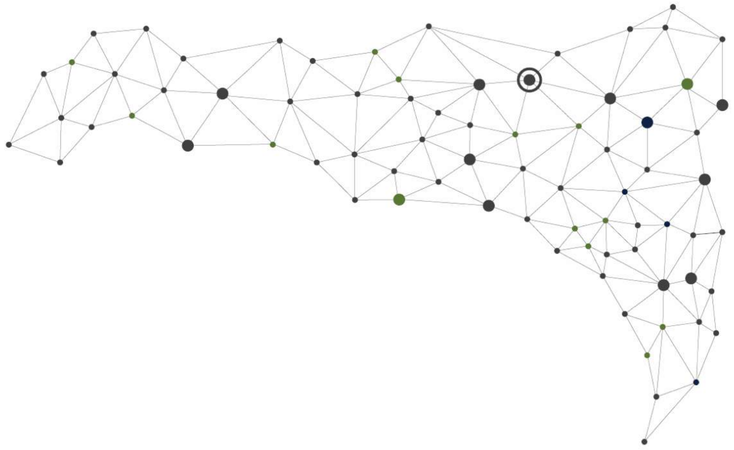
How can private sector and civil society practices be adapted to public sector challenges?

what would be a routine/ framework/model to easily bring together community+private sector+gov as it happened in Corona times?

How might we keep connected to the momentum after crisis is gone?



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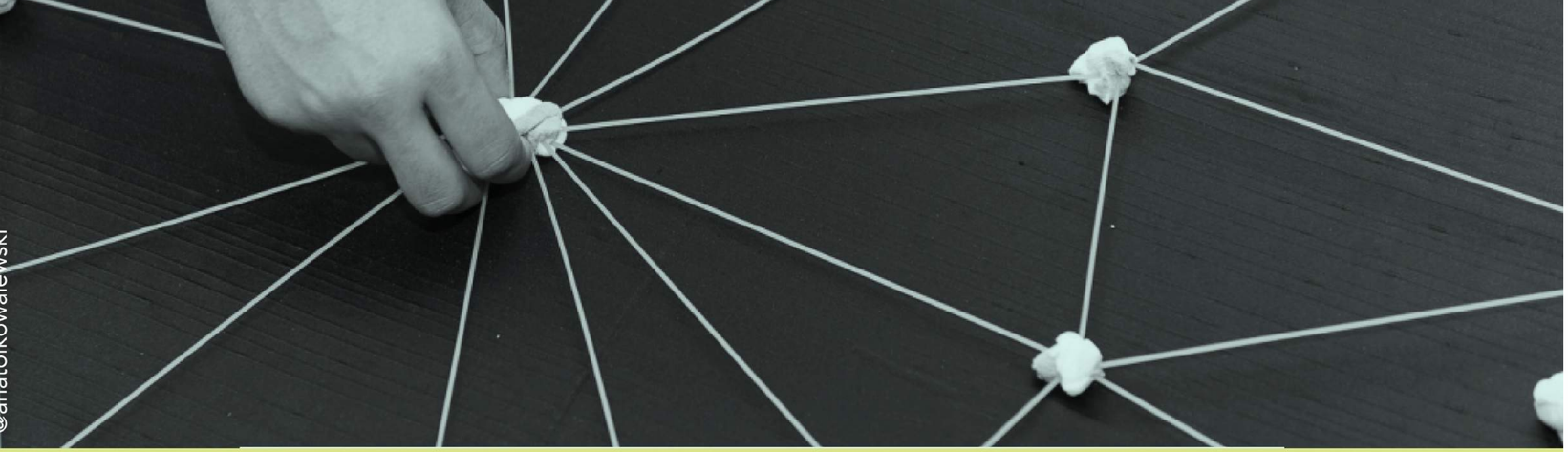

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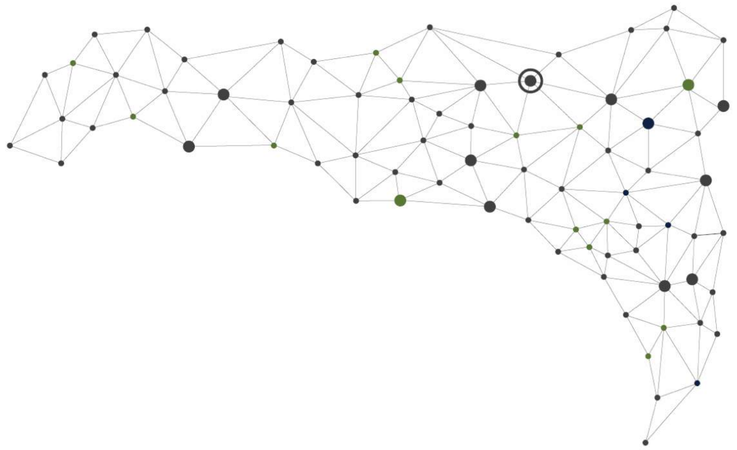

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Let‘s **make** this **crisis** a **turning** point for **better**!

r

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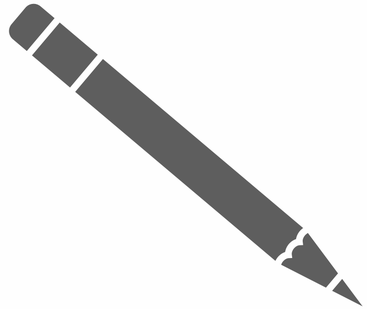

2’

FEEDBACK TIME !

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