



Virtual Global Exchange

Municipal Response to COVID-19

NOV - DEC
23rd 3rd

**Teaser,
sessions
and speakers**

Connective Cities is a joint venture between the Association of German Cities (Deutscher Städtetag), Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) and Engagement Global / Service Agency Communities in One World. The International Community of Practice for Sustainable Urban Development is commissioned by the German Federal Ministry for Economic Cooperation and Development (BMZ)

Welcome to Connective Cities' Virtual Global Exchange on Municipal Response to **COVID-19**

16
Good
Practices'
Virtual
Events



10
Capacity
Building
Sessions



An unique opportunity among municipal practitioners to exchange and reflect on 2020 global good practices that successfully tackled the pandemic.

Virtual exchange of experience and knowledge among municipal practitioners

Interactive presentations of good
practices and experiences /

Peer consulting on municipal
challenges /

Joint reflection on strategic
approaches

Our
Topic
Days

Tuesday
24th

Public
Health

Crisis
Management

Wednesday
25th

Economy
and Housing

Education

Thursday
26th

Digitalization

Crisis
Communication

Friday
27th

Innovation

Green Urban
Recovery

+
than

35 cities

6 world
regions

30 speakers

Strengthen your skills through our 10 “How to” Capacity Building Sessions facilitated by a world class network of experts

Capacity Building Capsules for Urban Practitioners

NOV - DEC
30th 3rd

How
to...



Design challenges

Innovation methods for tourism

Co-create solutions through Design Thinking

GIS-geospatial analysis for crisis preparedness

Create empathy

Organize and manage virtual events

Use Social Media in a responsible way

Digital tools for non-digital natives

and many more...

MONDAY, NOVEMBER 23RD - DAY 1

Opening session

Cities in Crisis —
Challenges and
Future of Cities in
view of the
Pandemic

Cities worldwide are severely affected by the impact of COVID-19. Our opening session will provide an overview of the challenges cities are facing during the pandemic and how possible consequences of the crisis can be dealt with in the future. Further, it will be discussed whether and to what extent urban development will change in new directions in the view of the pandemic.



Confirmed speakers

Mauricio Eduardo Aguirre Lozano,
Secretary of Government, Naucalpan, México

Francisco Carvalho,
Mayor of Praia, Republic of Cabo Verde

Dominic Fritz,
Mayor of Timiosara, Romania

Irakli Karkashadze,
Vice-Mayor Kutaisi, Georgia

Naina Andriantsitohaina
Mayor of Antananarivo, Madagascar

Paulo Mendes,
City Councilor, Ponta Delgada, Portugal

Dr. Andrii Moskalenko,
Lviv, Ukraine (tbc)

14:00 – 16:30 CET

TUESDAY, NOVEMBER 24TH - DAY 2

Public Health & Crisis Management



Infection chains and mobile testing:

Municipal health practitioners from hospitals and health authorities in China and Germany share good practices concerning their everyday work during the pandemic such as containing infection spreading and innovative testing strategies as well as the establishment of emergency hospitals as part of their municipal response to COVID-19.

Dr. Wang Fei,
Shanxi Cardiovascular Hospital; China

(together with Dr. Dr. An Jian, Professor, Chief Physician, Director of Cardiology Department, Vice president of Shanxi Cardiovascular Hospital; Lu Yaxuan, Head Nurse, Nursing Department of Shanxi Cardiovascular Hospital, China)

Dr. Wang Jun,
Tongji Medical College of Huazhong University of Science and Technology in Wuhan, China

Cllr. Prof. Samer Bagaeen,
Professor of Planning, Kent School of Architecture & Planning

Representative
of University Hospital Charité Berlin, Germany

8:30 – 10:30 CET

Crisis management and urban public services

Representatives of different municipalities share their experiences how they dealt with the challenges of keeping the administration running during the lockdown. Insights in daily crisis management with regard to supply of good and services are presented and lessons learned discussed.

Representative,
of the municipality of Wuhan, China, tba

Oliver Tittmann,
Head of the Duisburg fire brigade,
City of Duisburg

Representative
of Municipality of Portsmouth, tba

11:00 – 13:00 CET

Decision making and communication in crisis situations:

Approaches of how effective decision making and communication can be ensured during crises situations, both in public institutions as well as to the general public, are proposed. In two keynote speeches it will be presented how the crises situation affects humans based on newest psychological and neuro-scientific research.

Sandra Mandl
Certified systemic therapist (DGSF) and systemic consultant (GST), Germany

16:30 – 18:30 CET

WEDNESDAY, NOVEMBER 25TH - DAY 3

Economic Response, Housing & Education



Development agencies in times of Corona - Private sector initiatives

Numerous cluster initiatives, state-wide networks and business development agencies are making valuable contributions to the fight against COVID-19 locally in Germany and abroad. Two exemplary contributions of regional initiators illustrate the great commitment and ingenuity of the players involved.

Dr. Tobias Fehlbier,
Project manager International,
Business Metropole Ruhr GmbH - Presentation
of the start-up platform "MatchMaker Ruhr"

Mrs Lu Yan,
Project Manager at Taicang Port Economic and
Technological Development Zone, Suzhou, VR
China

10:00 – 12:00 CET

Tourism Sector addressing the Pandemic - Working with Local Municipalities:

The devastating impacts of the COVID-19 crisis on the global tourism sector are evident in tourism destinations facing the sustained loss of revenues and jobs. Tourism stakeholder concerns are compounded by uncertainty about recovery timeframes, although governments worldwide have been actively planning and implementing recovery efforts. The sessions will cover examples on how the sector responds to the Covid Crisis with the help of local municipalities.

Jens Braun,
Head of Tourist Office Weimar, Weimar GmbH.
Germany.

Jennifer Bartlett,
International Tourism Development Advisor,
Australia.

Deepak Adhikary,
Principal Consultant and CEO, Frontline
Development Solutions, USA.

Karen Weber,
Marketing Director by KTG Karlsruhe Tourismus
GmbH, Germany.

Prafulla Pradhan,
Advisor, Lalitpur Metropolitan City, Nepal

10:00 – 12:00 CET

WEDNESDAY, NOVEMBER 25TH - DAY 3

Economic Response, Housing & Education



Municipalities and their COVID-19 response to local economic development:

One of the challenges that local governments face is the economic impact of the sudden closure of local businesses. The multiplier effect of such closures is multifold, which results in a reduction in tax revenues and user charges for the local governments and an increased strain on our local economies. A sample of nine African cities will display actions that have been taken to address or mitigate those impacts.

Dr. Daniel Okello Ayen,
Director Public Health & Environment, Kampala
Capital City Authority

Lance Morrell,
Managing Director, FEI Consulting, USA

Martin Onyach-Olaa,
Senior Urban Specialist, the World Bank,
Kampala Office, Uganda.

14:00 – 16:00 CET

Smart schooling – Corona as a chance to bridge the digital divide

Many schools and cities around the world had started to invest in digital learning tools long before the pandemic hit the globe – now these tools are crucial to enable children and youth to access education safely. Countries, cities, and schools have to bridge their current gaps with regard to this new way of teaching and learning—and make sure that everybody is guaranteed to be able to access these digital learning tools.

Paul Scott,
Curriculum Innovation Service Manager, The
Innovation Centre Bradford, Bradford, UK.

Nadia Odio,
BRITE Initiative, Jacmel, Haiti.

14:00 – 16:00 CET

WEDNESDAY, NOVEMBER 25TH - DAY 3

Economic Response, Housing & Education



Urban Poverty and Living Conditions: Limiting COVID-19 Impacts in Densely Populated Backyard Rental Areas

The session will provide an opportunity for identified city government officials and other key stakeholders to engage each other on the impact of COVID-19 on densely populated residential areas of informal landlordism, how municipal governance has been affected in these areas, and responses implemented since COVID-19.

Jorge Rodriguez Nieto,
Partner CEO, DTG Spain

Danny Chibinda,
Director of Housing and Social Services, Lusaka
City Council, Zambia

Justice Matarutse,
Program Manager, Durban City Council, South
Africa

David Gardner,
International Urban Development Consultant, SA

16:30 – 18:30 CET

Cooperation between administration and schools in times of Corona

Schools and their teachers are faced with major challenges but how can local authorities support schools and teachers in enabling pupils to learn from home during the pandemic? How can local authorities and schools work together to achieve the best possible and safest outcome for everybody?

Dietlinde Stroop,
Media Education Officer, Paderborn, Germany.

Claudia Weindl,
Education Management, Landshut, Germany.

16:30 – 18:30 CET

THURSDAY, NOVEMBER 26TH - DAY 4

Opportunities of Digitalisation & Crisis Communication



Digital literacy and knowhow transfer serving as enablers for pandemic - resilient communities:

This session addresses the importance of digital literacy and data management. How do they determine the success of adaption strategies to the pandemic?

Dr. Christian Huesmann,
Project Manager Program "Future of Democracy",
Bertelsmann Foundation.

Exchange to the topic of "Data management"
between municipalities and the private sector,
Deputy Board Member / Head of Online Marketing,
Tourism Agency Lübeck Bay, Germany.

Marten Kaevats,
National Digital Advisor of Estonia.

Sebastian Fritz,
Junior Advisor GIZ.

Julia Mira,
Junior Advisor GIZ.

10:00 – 12:00 CET

Dealing with the digital divide and in the time of COVID 19 - driven digitalisation:

While the pandemic undoubtedly causes rapid digitalisation in many spheres, it also bears the risk of worsening the digital divide. How can urban communities counteract this trend by ensuring digital access for their communities?

Eduard Itrich,
DIGIT Head of department & digitisation officer,

Oriol Ribera and Francesc Saldaña,
Initiators team from Covid Warriors

Anna-Lena Kleimann,
Project Manager "JOCHEN"

Mary Uhlig,
Project Manager, City of Leipzig, Department
Economy, Labor and Digitalisation - Digital City Unit,
Germany

Andrea Escobar,
Director of "Fundacion Empresarios por la Educacion"

14:00 – 16:00 CET

THURSDAY, NOVEMBER 26TH - DAY 4

Opportunities of Digitalisation & Crisis Communication



The role of digitalised public services as reactions to the COVID-19 pandemic:

How can digital public services help to sustain the economic and cultural vividness of urban communities in times of the COVID-19 pandemic? This question will be approached with the help of inputs from four municipal best-practises.

Dr. Christoph Dammann,
Department of Culture of the City of Kaiserslautern,
Germany

Faola Hodaj,
Tirana municipality, Albania.

Lisa Hebing,
Economic Development and Urban Marketing Group
Bocholt mbH & Co. KG, Germany.

Anja Herdel,
M.A., Science City, Darmstadt Marketing GmbH,
Germany.

16:30 – 18:30 CET

Corona exists! How can municipalities can raise awareness of the crisis:

The strategies and tactics of cities to communicate clearly the impact of Covid19 for their health, to combat fake news, to keep citizens connected and united in times of crisis, to inform timely and transparent about the measures and restrictions imposed by national states and many more will be discussed during this session.

Magnolia Vega,
Head of Communications and Citizen Services Advisory
Office, FONCEP - Economic Benefits, Severance and
Pension Fund, Bogotá, Colombia

Sigrun Kreuser,
EIN Wendland, Staff Unit Lüchow-Dannenberg, Germany.

Imke Schroeder,
Press Office Online-Editorial Department, City of Kiel, Germany.

Hope Raisers,
Nairobi, Kenya

Tbc.
Halifax, Canada

16:30 – 18:30 CET

THURSDAY, NOVEMBER 26TH - DAY 4

Opportunities of Digitalisation & Crisis Communication



Latin America Good
Practice - How to reach
vulnerable communities
with limited access to
digital communication
means.

Ana Marcela Valdes Carbonell,
Elected City Councillor,
City of Arteaga, Coahuila, México.

Brigitta Villaronga,
Founder & Conflencer, Campo Virtual Latino,
Germany / Latin America

Erik Humberto Arancibia Arias,
Project Leader of PROBOSQUE GIZ,
Bolivia.

Ericksa Hernández,
Head of the International Affairs Office,
Toluca, Mexico

19:00 – 21:00 CET

As we deal with an unprecedented situation we look back at the lessons Covid-19 has taught us about communicating with vulnerable communities, through the experiences of grass-roots actors that will share key experiences as they transition to a new normal. Together we aim to answer: How can we include vulnerable communities and engage them in the midst of limited access?

FRIDAY, NOVEMBER 27TH - DAY 5

Innovation, Green Recovery & Closing Session



Innovation Ecosystems in times of crisis – readiness makes the difference

Working in a field of Innovation and Entrepreneurship we are surrounded by Innovators and people that want to move things forward. But how can regional or municipal stakeholders and ecosystem builders provide a functional, equal and fast adapting innovation ecosystem in times of a crisis or a pandemic?

Christiane Kilian,
Erfurt, Germany, Foundation for Technology, Innovation and Research, Head of Startup Department, Thuringian Regional Innovation Program, Germany.

Alexander Ohrt,
opencampus.sh, Campus, Business Box e.V., Wissenschaftszentrum Kiel, Germany.

Elena Pougla,
Founder of DataNatives and Dataconomy GmbH, Berlin.
Organizer of various local or global Hackathons on open-source and health innovation.

Adriankoto Ratosamanana,
Orinasa Kaoperativa Hackorogna, Antananarivo, Madagascar

Adela Cristea,
Ascent Group Romania: Using private sector innovation capabilities to support public sector response to COVID-19 crisis.

10:00 – 12:00 CET

COVID-19 – A chance for urban green recovery?

When people changed their behaviour to slow the spread of COVID-19, many cities did as well and started a transformation in favour of a green future. Cycling, walking and green spaces: the perfect base to plot a “green recovery”.

Jamie Shields & Paola Pasino,
Development & Regeneration Services,
Glasgow, UK.

Maritza Hernández Solís,
Dirección de Infraestructura Verde, Environmental Secretary, Mexico City, Mexico.

Martina Frühwirth, Department for
Architecture and Urban Design, Vienna, Austria.

10:00 – 12:00 CET

FRIDAY, NOVEMBER 27TH - DAY 5

Innovation, Green Recovery & Closing Session

Closing:
Harvested insights
and outlook for week 2.

Have you missed some of the sessions?
Would you like to get an overview about
strategies and challenges of municipalities
reacting to the pandemic? Then, join the
closing session to get a short summary of
the insights harvested during the week and
get an outlook of Connective Cities activities
during the upcoming week.

Moderators

Daniela Marzavan and
Dr. Chris Doering



14:00 – 15:00 CET

Capacity Building Sessions



Capacity Building Capsules for Urban Practitioners

Monday 30 th	Introducing the Community of Practice	How to apply innovation methods to local tourism. An introduction to the Business Model Canvas for municipal innovation.	13:00-14:00 CET
		How to use GIS to map out problems and design solutions for transportation and waste.	13:00-14:00 CET Parallel session
		‘Managing uncertainty’: Soft launching of the Capacity Building Week and overview of the methods to be learned and challenges to be tackled.	15:00-16:00 CET
Tuesday 1 st	Digital Readiness and Design Methods	How to organize and manage digital events and meetings with municipal actors in times of social distancing.	10:00-11:00 CET
		How to find and select inclusive and secure digital tools for non-digital natives: Videoconferencing tools, PM tools, Collaboration Tools.	12:00-13:00 CET
		How to co-create innovative solutions for citizens through Public Service Design methods.	14:00-15:00 CET
		How to co-create Team Empathy and a positive work culture at my municipal workplace in times of crises.	16:00-17:00 CET
		How to formulate and frame accurate public challenges and present it to financing bodies (mandatory for participation in the next day’s Design thinking workshop)	18:00-19:00 CET
Wednesday 2 nd	Solution development workshop (design-sprint)	How to formulate and frame accurate public challenges and present it to financing bodies (mandatory for participation in the next day’s Design thinking workshop)	10:00-11:00 CET Repetition
		Hands-on developing solutions for up to five challenges framed from harvested insights during the previous week’s good practice exchange.	14:00-18:00 CET Workshop
Thursday 3 rd	Outlook Community of Practice	Solution presentations and information on financing opportunities with global institutions.	15:00-16:30 CET
		Closing Remarks & Community of Practice next steps	16:30-17:00 CET

Virtual Week 1: Virtual Exchange and Harvesting Insights

Nov.

Monday
23rd

Opening Session

14:00 - 16:30 CET

Welcome Address & Panel Discussion "Cities in Crisis - Challenges and Future of Cities in view of the Pandemic"

[Join >>](#)

Tuesday
24th

Public Health and Crisis Management

8:30 - 10:30 CET

Infection chains and mobile testing.

[Join >>](#)

10:30 - 11:00

Harvesting Insights

11:00 - 13:00 CET

Crisis management and urban public services.

[Join >>](#)

13:15 - 13:45 CET

Harvesting Insights

16:30 - 18:30 CET

Decision making and communication in crisis situations.

[Join >>](#)

18:45 - 19:15 CET

Harvesting Insights

Wednesday
25th

Economic Response, Housing and Education

10:00 - 12:00 CET

Economic development agencies in times of Corona - Private sector initiatives.

[Join >>](#)

12:15 - 12:45 CET

Harvesting Insights

10:00 - 12:00 CET

Tourism sector addressing the pandemic - Working with local municipalities.

[Join >>](#)

14:00 - 16:00 CET

Municipalities and their COVID-19 response to local economic development.

[Join >>](#)

16:00 - 16:30 CET

Harvesting Insights

14:00 - 16:00 CET

Smart schooling – Corona as a chance to bridge the digital divide.

[Join >>](#)

16:30 - 18:30 CET

Urban poverty and living conditions: Limiting COVID-19 impacts in densely populated backyard rental areas.

[Join >>](#)

18:45 - 19:15 CET

Harvesting Insights

16:30 - 18:30 CET

Cooperation between administration and schools in times of Corona

[Join >>](#)

Thursday
26th

Opportunities of Digitalisation and Crisis Communication

10:00 - 12:00 CET

Digital literacy and knowhow transfer serving as enablers for pandemic-resilient communities.

[Join >>](#)

12:15 - 12:45 CET

Harvesting Insights

14:00 - 16:00 CET

Dealing with the digital divide in the time of COVID 19- driven digitalization.

[Join >>](#)

16:00 - 16:30 CET

Harvesting Insights

16:30 - 18:30 CET

The role of digitalised public services as reactions to the COVID-19 pandemic.

[Join >>](#)

18:30 - 19:00 CET

Harvesting Insights

19:00 - 21:00 CET

How to reach vulnerable communities with limited access to digital communication means.

[Join >>](#)

21:15 - 21:45 CET

Harvesting Insights

16:30 - 18:30 CET

Corona exists! How to reach vulnerable communities with limited access to digital communication means.

[Join >>](#)

Friday
27th

Innovation, Green Recovery and Closing Session

10:00 - 12:00 CET

Innovation ecosystems in times of crisis – readiness makes the difference.

[Join >>](#)

12:15 - 12:45 CET

Harvesting Insights

10:00 - 12:00 CET

COVID-19 – A chance for urban green recovery?

[Join >>](#)

14:00 - 15:00 CET

Closing: Harvested insights and outlook for week 2.

[Join >>](#)

Virtual Exchange: 2 hours, Keynote presentations on good practices focussing on the topics of the day.

Harvesting Insights: 30min-open end, informal conversations hosted by empathetic facilitators. Come and reflect your main takeaways, enjoy peer-to-peer deep listening and advise in an intimate and informal space.

Capacity Building Capsules: Sign up for 60 min hands-on sessions and the 4 hours solution-development Design Thinking Workshop and get equipped for the upcoming challenges.

Virtual Week 2: Capacity Building Capsules for Urban Practitioners



Nov.

Monday
30th

Capacity Building and Launching the Existing Community of Practice

13:00 -14:00 CET



How to apply innovation methods to local tourism.

Join >>

13:00 -14:00 CET



How to use #GIS to map out problems and design solutions for transportation and waste.

Join >>

Launching Community of Practice

15:00 -16:00 CET



Capacity building, solution and solution development workshop.

Join >>

17:00 -18:00 CET



What is digital literacy and why you need it? How to use social media for citizen communication in a responsible way.

Join >>



Virtual Exchange: 2 hours, Keynote presentations on good practices focussing on the topics of the day.



Harvesting Insights: 30min-open end, informal conversations hosted by empathetic facilitators. Come and reflect your main takeaways, enjoy peer-to-peer deep listening and advise in an intimate and informal space.



Capacity Building Capsules: Sign up for 60 min hands-on sessions and the 4 hours solution-development Design Thinking Workshop and get equipped for the upcoming challenges.

Dec.

Tuesday
1st

Capacity Building Capsules

10:00 -11:00 CET



How to organize and manage digital events with municipal partners in times of social distancing following seven steps.

Join >>

12:00 -13:00 CET



How to find and select inclusive and secure digital tools for non digital-natives: Videoconferencing tools, PM tools, Collaboration Tools.

Join >>

14:00 -15:00 CET



How to co-create solutions for citizens through Public Service Design methods.

Join >>

16:00 -17:00 CET



How to co-create #TeamEmpathy and positive work culture at my municipal workplace in times of crisis.

Join >>

18:00 -19:00 CET



How to frame an accurate public challenge and present it to financing bodies (mandatory for participating in next day's design thinking workshop)

Join >>

Wednesday
2nd

Solution Design Sprint and Capacity Building Capsules

10:00 -11:00 CET



How to frame an accurate public challenge and present it to financing bodies (mandatory for following design thinking workshop)

Join >>

14:00 -18:00 CET



Design Thinking Workshop: Join a learning by doing workshop to co-create solutions for municipal challenges framed from the harvested insights at the Virtual Exchange Events.

Join >>

Thursday
3rd

Solution Design Sprint & Capacity Building Capsules

15:00 -17:00 CET



Previous workshop solutions' presentation and information on financing instruments

Join >>