# INTER-INSTITUTIONAL EXCHANGE: LESSONS LEARNED AND EXPERIENCES ON KNOWLEDGE MANAGEMENT DURING COVID-19

September 3, 2020



#### IFC: A MEMBER OF THE WORLD BANK GROUP



# **IBRD**

International
Bank for
Reconstruction
and
Development

Loans to middle-income and creditworthy low-income country governments

#### **IDA**

International
Development
Association

Interest-free loans and grants to governments of poorest countries

# **IFC**

International Finance Corporation

Solutions in private sector development

# **MIGA**

Multilateral Investment Guarantee Agency

Guarantees of foreign direct investment's non-commercial risks

# **ICSID**

International
Centre for
Settlement of
Investment
Disputes

Conciliation and arbitration of investment disputes



# INTERNATIONAL FINANCE CORPORATION (IFC)

# **OUR MISSION**

# Building the private sector in developing countries:

- Creating jobs
- Increasing incomes
- Improving lives

#### SIX DECADES OF EXPERIENCE

- Mobilizing private capital for development
- More than \$285 billion invested since our founding in 1956
- The world's largest development finance institution focused on the private sector
- Leveraging the full range of World Bank Group capabilities



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#### **IFC'S GLOBAL REACH**

**102** offices in **95** countries worldwide

3,744 staff (54% are based outside Washington, D.C.)

# GLOBAL KNOWLEDGE AND LEARNING OFFICE

Ensures that the creation, management and reuse of knowledge and learning is deliberate, coordinated and strategic.

#### KM&L COVID-19 RESPONSE

#### **CHALLENGES**

# **Create & Innovate**

Respond to the new challenges and organizational needs

- Overreliance on face-to-face formats
- Supply-driven vs learner-centric approach
- Few self-paced learning experiences
- Emerging use of digital multimedia content formats
- Challenge to cut through the digital noise and create excitement

# **Sustain & Evolve**

Deliver on existing commitments and work programs

- Transfer of programs from in-person to virtual settings
- Design and deployment of new engagement tactics
- Identification of new ways to help staff connect with each other



# KM&L COVID-19 RESPONSE SOLUTIONS



Respond to the new challenges and organizational needs

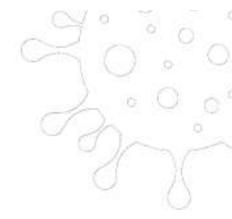
- ✓ Creation, aggregation, and dissemination
  of information for IFC's COVID response
- ✓ Onboarding of new staff virtually
- ✓ Creation of a digital learning strategy
- ✓ Ensuring high-quality learning experiences

# **Sustain & Evolve**

Deliver on existing commitments and work programs

- ✓ Identification of technologies and virtual delivery methodologies
- ✓ Foster engagement through innovation tactics (e.g. gamification)





# Thank you

