

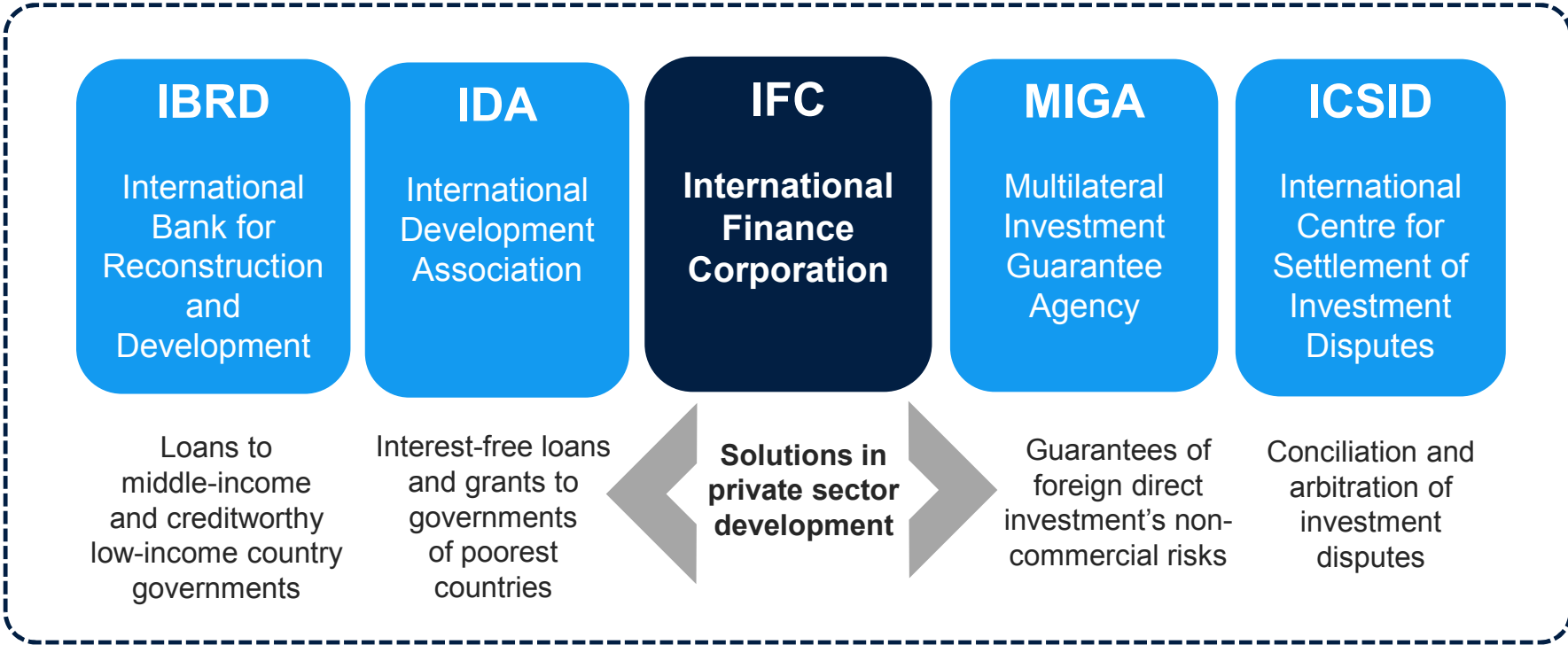
# INTER-INSTITUTIONAL EXCHANGE: LESSONS LEARNED AND EXPERIENCES ON KNOWLEDGE MANAGEMENT DURING COVID-19

September 3, 2020



*Creating Markets, Creating Opportunities*

# IFC: A MEMBER OF THE WORLD BANK GROUP



# 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



## 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

### Create & Innovate

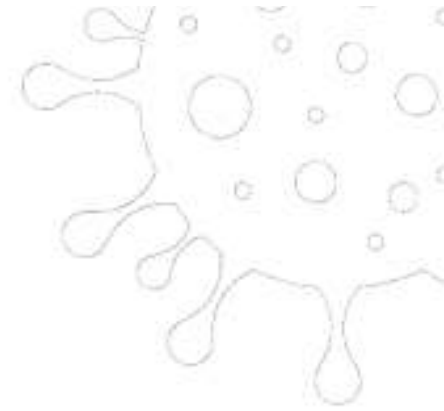
Respond to the new challenges and organizational needs

- ✓ 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