



# The Secret Weapon: CoP Capacity Building During a Pandemic

Presenter: Bruce Summers +1.202.473.3347 [bsummers@worldbank.org](mailto:bsummers@worldbank.org)

# CoP of Capacity Building



**Mid March 2020**

- **The Joint Learning Network asked for help with evolving their Health Sector Collaboratives to Communities of Practice**
- They have already worked with country representatives to co-author knowledge products
- Their focus was on dissemination, piloting and collaborative learning – enhanced knowledge flow among country practitioners

**CoP Center of Excellence**  
**Communities Reinvented Team**  
**Central CoP Team**  
**Supports ecosystem of**  
**350 plus CoPs**  
**Offers Community Management**  
**Certification Training**



# Pandemic gets worse



**Mid April 2020**

- **JLN with two other Health Financing Partner Teams shifted the focus of the Project to rapidly standing up a COVID-19 Health Finance and Resilience Program for Ministry Representatives from each Country**
- **2 Collaborative CoPs put on temporary hold**
- **3 Teams need to blend efforts, connect, collaborate, communicate.**

**Coaching**  
**Advisory Services**  
**Discovery**  
**Documentation**  
**Community Management Primer**  
**Organigram**  
**Co-Community Managers**  
**Select Platform**



# How do we host and integrate with the Annual Health Financing Forum?

**Mid May 2020**

- **The decision is made to virtually host the 5<sup>th</sup> Annual Health Financing Forum**
- These had always been face-to-face
- How do we continue to build out the Health Resilience & Financing CoP while at the same time integrating with this large conference?

**Embed CoP  
into planning process  
Onboard Core Team  
Onboard Core Group  
Integrate Vision  
For Conference and CoP  
Plan Roundtable Member  
Engagement Activities  
to complement sessions**



# Results and Next Steps...



## End of July

- **What Next – Member Engagement...**
- Established CoP with first 125 members
- Lots of shared context and nuanced learning from Conference and CoP Sessions
- Content and discussion documented
- How do we build from here
- Start work on Collaborative CoPs

## Breathe

Update Personas

Member Surveys

One-on-One Discussions

Formal CoP Training Starts

Find Shared Value between  
Member Needs and Organizational  
Needs

Map Content – Make it searchable

Connect Content with Member  
Activities

