Knowledge Management

The Foundation's history and its successful practices of supported projects are the basis for the Foundation's system of knowledge management. We define knowledge as information on successful models and the lessons learned from these models. This information is about tested approaches and tools, possible risks and challenges and it helps us, our partners and grantees to work more effectively: avoid mistakes, economize time for decision making, scale up and achieve sustainable results.

We understand the significance of keeping and categorizing knowledge on best practices because it ensures the Foundation's consistency and identity. Knowledge is a basis of our current activities and a foundation for further development. However, the system of knowledge management is not something static and once developed. We see it as an ongoing process of collection, analysis, consolidation, storing and dissemination of different kinds of knowledge.

Knowledge management is also a complex of processes including knowledge creation and identification, its structuring and description as case studies or models that could be applied, adapted, disseminated and updated. The Foundation team, our partners, experts and grantees participate in knowledge management.

The system makes knowledge available to all stakeholders. Knowledge is both human-centered and institutionalized. Creators and holders of knowledge are people who process and provide knowledge employing universal models and principles.

The Foundation knowledge management principles are as follows:

• Effectiveness. We want to apply more effectively successful approaches and not repeat mistakes. We want to economize time. To achieve this purpose, we record valuable knowledge in such a way that we can refer to it later on.

• The system is for a person and not the other way round. Knowledge is recorded in a user-friendly format: documents, cases and media products to use later on. The key knowledge holders are people but not files.

• Knowledge management is a teamwork. The whole team to some extent participate in creating knowledge, its recording and dissemination. Everyone takes part in using knowledge to increase performance effectiveness.

• Practice and experience. Knowledge recording without its application does not deliver results. Before starting to complete a new task, we check whether this problem was solved earlier. If the answer is positive, we use successful know-how and practices at the same time taking into account a new context.

• Knowledge management is a continuous process. If we found an optimal solution, we record it and then share this knowledge with others. We try to keep a balance between a detailed knowledge recording, its applicability and speed of operations. It is better to record information briefly and later expand it than refuse to record it because there is no time for a detailed description.

• Digital solutions. To organize the system of knowledge management, we apply modern solutions and that is why we are constantly extending the team's special competences. Confident ICT use reduces risks of losing information or its misinterpretation and this enhances our performance: working with the ideas and their implementation.