



**Let's Connect Learning report  
Executive Summary  
Pilot phase: March – October 2022**

Presented by: Let's Connect working group  
November, 2022

## 1. Introduction

The aim of the report is to capture the results and learning from the pilot phase of Let's Connect and, based on this, what is needed to continue and scale this peer learning programme.

## 2. Context

**What is it?** Let's Connect is a peer learning program that promotes and supports learning spaces so communities can share knowledge and learn from each other. In line with Movement Strategy it aims to further develop skills, share knowledge and promote human connections and mutual support.

**What does Let's Connect offer?** Flexible and fun peer learning spaces to share and learn a variety of skills and experiences around: 1. organizational and funding-related issues (such as writing proposals, 2. qualitative evaluation to tell impact stories, staffing issues, volunteer retention), 3. programmatic tactics (such as innovative approaches to training newcomers and good or innovative practices in areas such as culture & heritage, education), 4. interpersonal skills (such as conflict management, 5. Wikimedia project-related tools and skills.

Let's Connect offers 2 main learning spaces and three support elements.

1. **Learning clinics:** 2h live and recorded sessions. Workshop type live sessions often with case study review and interactive exercises. Some pre and post preparation is required. Topics are defined based on common interests and available participants to share their skills and experiences.
2. **1:1 coffees and teas** more personalised 1:1 or cluster group 1.5-2 h live session (up to 4 people) to share/learn specific skills. This is done through participants actively seeking connections through the skills directory and the working group support in setting this up. The working group also did proactive matching using the skills directory and suggested connections. In these, 1 person plays the role of lead "sharer" and determines what pre or post work is needed and if there could be follow-up sessions or asynchronous mentoring.

**Support elements:**

- [Skills directory](#): basic on meta until we can transition to a solution like the [Capacity Exchange Tool](#)<sup>1</sup>
- Resource sharing: basic space on meta until we have a better site
- Connections to other spaces: ie. Volunteer Support Network session, Organiser Lab, courses on Wiki Learn, etc.

**For whom was it open to during the pilot phase?** For Wikimedians in all regions that are part of “organised groups” (groups that are not formally recognised, user groups, chapters, and mission-aligned organisations) that are Wikimedia Funds grantee partners or potential grantee partners.

### What was the aim of the pilot phase?

The pilot phase was initially planned from March to July. However, given the working groups’ capacity, it was extended to september. October has been the month to reflect and make decisions about the future.

As an initial testing phase the idea was to test some of the strategies, rather than bringing in a large number of participants or organising many learning spaces.

**Key learning questions** that guided our learning and evaluation:

- Did community members promote community participation in the program?
- It is useful for participants and are they motivated to continue?
- Were the methodologies, spaces and tools useful to promote learning?
- Do Community members feel they have a leading role to play and that the Foundation is offering the right support?
- Do we have a clear idea of what is needed to continue and scale this?
- Did we manage to promote a good learning culture and environment?

### How did we gather results to learn and measure?

1. Through google forms feedback surveys after every learning space
2. Through proactive 1:1 feedback offered by participants through email, live conversations and telegram
3. A general reflection session with Let’s Connect participants ([recording, deck](#))

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<sup>1</sup> This is part of the [Capacity Exchange initiative](#) led by a working group of European affiliates to address actions from the movement strategy Recommendation 6 – Invest in skills and leadership development. One of its aims is to build this tool that facilitates connecting/matching peers across the Movement for teaching and learning skills in ways that today is hard to do through Meta or other on-Wiki tools.

4. Proactive feedback from Staff members through email, live conversations, and asynchronous feedback on documents.
5. Proactive feedback from affiliates through email and live Regional Learning Sessions.
6. Listening at Movement-led spaces, such as the Wikimedia Summit.
7. Working group reflection sessions.

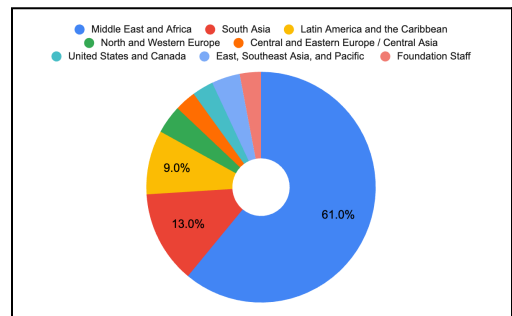
### 3. Learning and reflection

**KEY LEARNING QUESTIONS**  
 Did community members promote community participation in the program?

**What worked well**

**1 High level of participation and diversity driven by community-led communications**

We managed to reach **179** registered participants at the time of this report. Almost 60% are new to the movement (less than 2 years), 8% have more than 5 years experience.<sup>2</sup> The program has generated a lot of interest in the MEA region: 61% are from this region, of which more than half are from Nigeria, followed by Tanzania and Ghana, with less participation from regions with longer- term communities, such as the United States and Europe. This reflects a Movement-wide dynamic of newcomers with interest in being “ Movement organisers” and proactively engaging with opportunities to develop skills and mentor others.



There are participants from **25 countries** with 14 different languages. Participants support all Wikimedia projects and contribute to 28 different language Wikipedias.

There is also a diversity of thematic interests, reflective of general programmatic Movement work: education (70%), GLAM (51%), advocacy (26%), and a growing

<sup>2</sup> It is important to note that this information has only been collected for 75 participants, given that it was a question added later to the registration. However, reviewing participants' profiles, we believe this reflects the general tendency and we will be seeking to collect this data from earlier registrations to confirm this.

interest in human rights (39%) and climate change (30%), particularly in the MEA and LAC regions.

### How did we achieve this?

- **The open call mobilised:** The open call was successful, particularly in regions where key organisers spread the information in local networks (mainly mailing lists, telegram and whatsapp). Tapping into other regions' local networks and organisers will be key in future.
- **Key organisers spread the word:** There was a sense of enthusiasm and ownership of the program felt in a number of participants , particularly from the MEA region and specific groups such as the young participants from the [NDEC Wikipedia Editorial and Research Team](#) in Bangladesh. This proactive outreach led to others being encouraged to register and be part of learning spaces.
- **Working group networking role:** The presence of working group members in Tanzania, Ghana, Uganda and Argentina also contributed to participants' engagement. Expanding the working group to have more networking and regional representation will be important.
- **Foundation staff support:** Other Foundation staff members played an important role in outreach: such as the Community Resources program officers, Community Programs team, Movement Communications and Movement Strategy.
- **Visibility in key events:** There was some visibility of Let's Connect in key events during the pilot, such as the Summit given the working groups participation, but also recognition by some community members. There was a smaller participation during Wikimania, Librarians Convention and GLAM coordinators meeting. This also led to our participation in the [Wiki Move](#) podcast organised by WMDE.

### What didn't work so well or what more is needed

1

**Reach with experienced affiliates and other regions:** We did not manage to promote participation in communities where perhaps the program information needed to be:

- More contextualised and shared by affiliates and movement organisers (ie ESEAP and South Asia) and a better understanding of community communications networks.
- Were stronger affiliates felt more involvement in the program and could

encourage staff and volunteers closely connected to the affiliate to register (ie. United States and Canada, Central and Eastern Europe, North and Western Europe). The few participants in this region were either part of the initial brainstorming process or connected to the Volunteer Supporters Network with which Let's Connect established a good partnership of sharing peer learning opportunities.

- **Continuous movement communications:** There could have been more proactive communications throughout the pilot in Movement-wide communication channels as well as created Let's Connect peer learning spaces within or adjacent to regional conference programmes: such as in the ESEAP Conference, CEE meeting, WikiIndaba and Wikiarabia.
- **Movement Strategy coordination:** further work could be done with the Movement Strategy team in discussing this with the broader capacity-building initiatives and with the Leadership working group. There could have been more use of the Movement Strategy Forum as a means to engage more participants, or at least share learning from the program or map other opportunities.

#### KEY LEARNING QUESTIONS

Did we manage to promote a good learning culture and environment?  
Is the Foundation offering the right support?

## What worked well

2

### Good participation and positive feedback about learning spaces:

There were **10 learning clinics**<sup>3</sup> and **7 Regional Learning Sessions** organised by Let's Connect during the pilot phase, more than twice those originally planned (8). Feedback about the **Learning Clinics** was very positive, with over **70%** saying it met their expectations and with **4.2** rating out of 5. For the learning clinics people valued the case studies presented and interactions that allowed for sharing amongst peers.

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<sup>3</sup> The 10 clinics were proposed based on the needs associated with the round of Wikimedia funding and also connected to skills that were identified as of interest. There were an average of **20** participants in each clinic#, and **158** total number of participants in which **110** are registered participants and **48** are not registered as part of let's connect. 7 were proposed by the Let's Connect team including proposal writing, qualitative and quantitative evaluation, and storytelling, 3 were proposed and led by Community members including organisational and project planning and communications skills.

Using different dynamics, such as jamboard and breakout rooms was important. **78%** said the documents provided after the session were useful, a third of which had already shared it with their communities.

*"I liked that a **real experience** was shared and not just a theoretical one."*



We managed to mobilise **15 sharers** in the Clinics. 3 Clinics were proposed and led by sharers themselves, with the working group taking a more backend support role (as was initially envisioned). However, we need to find mechanisms for experienced sharers working through affiliates to actively use Let's Connect as a platform in their knowledge sharing plans.



*"The best thing about 1:1 is that the speaker was able to focus more on my needs and I also had a lot of time to share what I needed to learn".*


















What participants most valued were the **1:1 connections** as this allowed for: more contextualised and personalised sharing, a safer space to ask questions, and discuss at length. 90% stated that the documents shared after the session were useful. However, it was harder to generate follow up sessions. There were **11 1:1 connections** (coffees/teas) that involved **26** people. Of those that did happen, **10** gave feedback about the connection (38% of participants) and **4** connections shared resources after the connection to publish on the Let's Connect calendar. The sessions were usually 1.5h live call with some resource sharing after.



















Experimenting with more cluster learning spaces may be a good way of combining the positive aspects of clinics and 1:1 connections. However more autonomous and lightweight connections are needed for this to scale.

3

**Understanding of participants' learning and sharing interests:** Let's Connect created a [skills taxonomy](#) so that participants could register their preferred skills to share and learn according to the 5 categories and 59 different skills types with their descriptions. We managed to gather good data about participants to understand their skills development priorities..

## Summary of learning and sharing priorities (out of 59 skills in 5 categories)

Skill category	What people most want to <b>learn</b>	What people most want to <b>share</b>
Organisational Skills	<b>Building organisational plan + strategy (101)</b> 	<b>Building organisational plan (41)</b> 
	<b>Proposal writing for funding (88)</b> 	<b>Proposal writing for funding (44)</b> 
	Leadership growth and sustainability (73) 	Program implementation (41) 
	Financial planning + management (72) 	Knowledge management (40) 
	Establishing governance (71) 	
Learning, evaluation and communications	<b>Defining learning and evaluation plans (87)</b> 	Engaging in social media + press (58) 
	<b>Wikimedia tools for quantitative metrics (78)</b> 	<b>Documenting knowledge to communicate with others (39)</b> 
	<b>Methods + tools for qualitative evaluation (72)</b> 	<b>Quantitative tools (37)</b> 
	<b>Documenting knowledge /learning to communicate with others (54)</b> 	Designing learning/retrospective Sessions (37) 

Interpersonal skills	Skill that enable people to create inclusive + safe environments(68) 	<b>Skill that enable people to create more inclusive + safe environments(44)</b> 
	Processes and tools to manage conflicts (67) 	Tools for healthy interactions on Wiki (38) 
	<b>Skills for managing teams + volunteers (62)</b> 	<b>Skills for managing teams +volunteers (62)</b> 
Programmatic skills	Implementing common tactics in culture + heritage /GLAM (64) also innovations (58) 	Effective training for newcomers (68) 
	Volunteer management + development (63) 	<b>Volunteer management + development (63)</b> 
	International campaigns (60) 	Small editing events (53) 
On Wiki skills	Wikimedia tools for running queries +scripts (82) 	Identifying topics of impact (37) 
	Using Wikisource (78) 	<b>Using Wikisource (36)</b> 
	Basic Wikidata (61) 	<b>Basic Wikidata (67)</b> 

Highlighted in blue are those that were included in learning spaces during the pilot. In parenthesis are the number of people that prioritised each skill to learn. In yellow we have marked the top skills that people want to share that coincide with learning priorities



4

**Good level of participation: 184** people participated<sup>4</sup> in Learning Clinics and 1:1 connections and just over **200** in the 7 Regional Learning sessions (which included many unregistered participants). The latter were more affiliate-related community members, many of which are currently not part of Let's Connect.

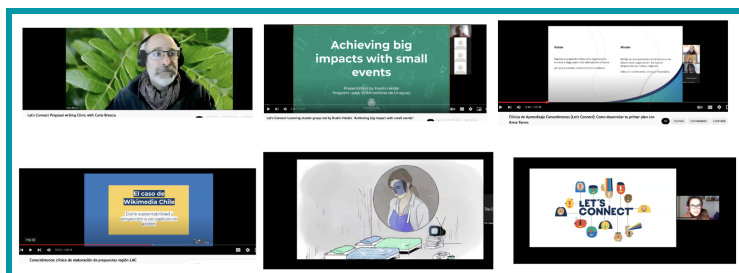
This was much higher than the initial goal of 40 participants in all learning spaces. **38%** of registered participants participated in one session, **20%** in more than two sessions. However we still have to seek ways to track and encourage 42% that have registered and not yet participated. **30%** of participants in learning clinics are not registered in Let's Connect. This was usually the case of Learning Clinics around proposal writing that included many current grantees. This number excludes regional learning sessions, where there were around 80% of non-registered participants.

5

**Useful tools created:** Let's Connect created a number of well-documented procedures, templates and tools that can be useful for other peer learning initiatives and to manage the knowledge collected<sup>5</sup>. The [skills taxonomy](#), procedures for connecting and guidelines for [learning clinics](#) and [1:1 connections](#) and [follow-up survey](#), as well as several internal monitoring tools.

6

#### Useful Resources documented:



**100%** of the Learning Clinics were documented, above the initial goal of 40%. Today there are over **40 resources** (recordings of clinics, presentations, case studies and exercise templates, not including resources translated) on the [Let's Connect calendar page](#). The 12 videos have more than 200 views. The Let's Connect page has

<sup>4</sup> Individuals may participate in more than one session.

<sup>5</sup> [Step by step process procedure](#) [internal] and [tracking sheet](#) [internal]


12 views a day with more than 2,000 views over the last 6 months. To put this in context, the Community Fund page gets 25 views a day, the Affiliates data portal gets 30, the Resource Center gets 30 a day, and learning patterns 1 a day.

**7 A few community-led learning clinics:** The working group created the capacity to support Learning Clinics, but allowing sharers to autonomously set the topic and agenda. This was achieved with the last 3 learning clinics led directly by community members in the LAC region. However, it still implies at least 2 weeks of organisation and leading processes, like registration, facilitation and follow-up. With a wider working group and more proactive shares this model could be scaled so that the workload for the working group is lessened and the sharer can take more responsibilities using the guides and templates available.

**8 Some connecting to other opportunities:** The working group managed to share information about other learning opportunities on a bi-weekly basis, most of these were the [Volunteer Supporters Network' workshops](#), which apparently diversified the group of people coming to their sessions. Let's Connect participants also gave positive feedback about the sessions, but some felt more basic training (for instance on-Wiki skills) and further learning material would be useful.

**9 Good partnership with the Capacity Exchange initiative:** since the design phase we have been in constant communication and piloted the tool with a group of 10 participants and working group members that gave feedback based on their needs and learning from Let's Connect. We are continuing to explore the route to use the platform as the main connecting tool, providing we are able to track connections and support these.

**10 Inclusive culture:** We managed to create a sense of inclusion and safety which was fundamental in the Let's Connect learning culture. This is a key starting point for reducing barriers. Given the feedback we managed to promote the intangible incentives of participating, such as the gratification of offering mutual support, networking and making community work more visible to others.

*".... several people there were telling me that they feel safe in Let's Connect, which feeling of safety is missing in other places like meta or mailing lists." *

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**Tangible and intangible incentives:** Given the feedback we managed to promote the intangible incentives of participating, such as the gratification of offering mutual support, networking and making community work more visible to others. The Let's Connect badges also worked as tangible incentives and should be complemented with certifications and Movement-wide recognised badges.



### What didn't work so well or what more is needed

2

**Scope of learning:** People want more continuous learning spaces around a variety of topics, we only managed to cover 30% of prioritised skills. Participants call for many more continuous Learning Clinics, and several community members have expressed interest to organise these but we need more working group bandwidth to support the organisation of these, particularly the documentation and organisation of learning resources so that this can be used more broadly.

As stated from the program design, Let's Connect does not replace other forms of structured training that are necessary to build many skills and put them into practice. Peer learning can complement these by offering a more **introductory learning** about what skills need to be developed, approaches and tools. With less frequent learning clinics and connections it is more difficult to gauge whether these skills are being put into practice and whether more training or mentoring is required.

Unfortunately the Movement does not have a **capacity-building framework** with clear learning paths for key movement skills. There are a number of initiatives, but without clearly mapping these with information about learning outcomes, method, prerequisites to access, frequency, etc. The team's bandwidth did not allow us to map the existing ones. What is openly communicated in the Movement for global participants are one-off workshops and peer learning spaces, and less structured continuous training like train the trainer or the upcoming Organiser Lab, which is also needed.

However, more efforts could have been made to connect participants with those that are known (such as those led by communities working in education and other training spaces led by affiliates). It is necessary to make sure that participants have the basic skills for each type of training and that this information is provided beforehand.

**3 Measuring learning outcomes:** Beyond participant's perception of the usefulness of the clinics, it would be necessary to find ways to further measure if the peer spaces enabled these skills to be learned and practiced. This could be done with a follow up practical exercise or registration of activities these community members did following their participation (ie, event organising, application of evaluation tools, etc).

**4 Connectivity is an unresolved barrier:** 40% of participants found it hard to fully participate in sessions because of limited connectivity (either theirs or other participants' connectivity). This is a structural barrier that unfortunately we have fully been able to address (see note on services).

**5 Less "organised" participation:** 72% have registered their skills and interests as individuals, rather than groups. The registrar form could have been clearer to incentivise group registration. However, this also reflects the dynamic of more individual interaction in these spaces, where many newcomers may not be so closely connected to user groups in their contexts. The program needs to do more outreach with individual user groups to make sure registration is coordinated with them and that participation can benefit this whole group. Where participants are less connected to the User group, the program can encourage this connection by providing contact information about affiliates in their context and setting up connection meetings.

**6 More experienced affiliates needed:** It is great that Let's Connect has attracted the attention of more newcomers and in regions where peer sharing amongst the affiliate network is still emerging. However, it is important that Let's Connect can learn from and work in collaboration with more experienced affiliates, particularly in those regions with stronger ties, such as CEE, NWE and increasingly LAC. Connecting Let's Connect to grantee affiliates learning spaces and sharing interests will be key.

**7 Lack of continuous communication and more individual guidance:** Participants requested more guidance to be able to learn how to engage

with Let's Connect. Although we opened 2 weekly conversation hours and reminded participants via the Telegram chat, people did not participate in these spaces. However, they did participate in open orientation or learning space when we sent out a general invite to their calendars. Having a monthly meeting, particularly for new participants and to update participants on the news of the month, past and upcoming events would be useful. This could also be summarised in a monthly email and also using the [Movement diff calendar](#) to communicate all upcoming events.

8

**Low 1:1 connection response and autonomy:** Only 20% of working -group proposed connections actually happened, 27% of those proposed by participants happened. Out of 11 connections, only 3 were requested by participants, either because they feel unsure of how to do this, or because they do not feel comfortable yet, and they would like the working group's support to suggest connections.

However, most connections did not happen because people just didn't respond to emails. In second or third attempts, contact through telegram was more successful than users talkpages, however often volunteers did not respond, particularly emails coming from the working group and not Foundation staff. This all suggested a lack of understanding of the process, limited volunteer time or difficulties for volunteers to track communications through email.

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**Process heavy and difficulties matching:** Participants want more 1:1 connections with a more **lightweight process** (not so many back and forth of forms and emails). This will require the Capacity Exchange tool being able to offer this, but also **encouraging participants**, particularly those newcomers or for whom connection is more difficult. More tailored orientation is needed as well as building their confidence to make these connections more autonomously.

Despite the information gathered, it is not always clear the exact experience or skill level on a particular skill, so making the matches often takes time and requires searching several sources of information. During our collective brainstorming session, several community and staff members stated that something that had not worked in the past was setting people up to connect but not **managing the right amount of information, preparation and expectation** to set people up for a successful connection. This is particularly important in a Movement with so much diversity in terms of Wiki and non-Wiki skills-set, experience, as well as learning culture and contexts.

Ways of addressing this could be having more working group members with community experience supporting the matching, incentivising more participant led connections and finding easier ways of them sharing key information about each skill.

However, the spaces will hopefully open further opportunities for deeper learning and practice – such as mentoring, formal training, resource sharing, etc.

10

**Lack of channels to provide financial support:** At 50% of participants requested financial support. Despite having stated that stipends was an option, only 1 request was approved for a sharer leading a learning clinic. No other participants were able to receive this support. There are no other mechanisms to offer individual support through the Foundation, either in direct resources or in kind (loaning of devices, connectivity packages, etc).

The more structural way of addressing this was to coordinate this support through user groups with existing funds and/or services. However, it was very difficult to achieve this 1:1 with user groups. The working group did not have the bandwidth to do many 1:1 follow-ups, particularly with a very low response rate. Loose affiliation of participants to user groups, lack of user group monitoring capacity, and in a few cases ongoing tension between the participants' group and the affiliate group, acted as barriers for this support to materialize.

Despite having provided a [model ready-made project](#) to do this, only 3 applications were submitted, and approved<sup>6</sup> after a process of revision, feedback and adjustment. The positive result is that the three groups are now starting to organise their activities which will be yet another learning experiment in Let's Connect. The downside is that this requires a lot of effort for communities to access basic support and may only be an option for more experienced groups. The three applicants had already applied for normal Rapid Funds in the past.

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**Very limited Resources center:** Let's Connect is yet another programme that suffers from not having an integrated, userfriendly, searchable space with community-facing Movement wide resources that support skills

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<sup>6</sup>Let's Connect Peer Learning Program in Hausa Community, Nigeria. Let's Connect Peer Learning Program in Kwara, Nigeria. Let's Connect Peer Learning Program in Tanzania

development. We tried to do our best to share resources by sharing them via email and on the Telegram group, however the lack of a user friendly platform to do so limits their use.

**12 More Foundation participation:** We didn't fully manage to collectively organise spaces with other teams – such as Programmes, Community Development, Movement Strategy team, Partnerships, Advocacy, Research, Legal. Some teams already have community peer spaces (such as the Education team). Rather than create more learning clinics, we need to better communicate these to Let's Connect participants so they engage with these. We should continue to work closely with other teams to provide easily information and services so they can organise spaces within the Let's Connect framework – ie. list of skills and potential participants and sharers.

#### KEY LEARNING QUESTIONS

Do Community members feel they have a leading role to play?

### What worked well

**12 Working towards a model of co-OPERATION:** This was an essential part of Let's Connect, we wanted to show that it is possible to have cooperation, joining our skills and adding value from the Foundation and Community side. We managed to consolidate a **smaller working group**<sup>7</sup> than initially expected, but with good working procedures. Out of an initial group of 7, 3 remained very active throughout the process. Having some members that are part of core teams of larger Affiliate was key, not only because of her specific skills, but also the connection this enabled with the affiliate and their network.

We wanted a flexible system that allowed community working group members to adapt their contribution to the project to their volunteer and life needs. Offering financial recognition of this time dedicated through an hourly contract was important. 3-5 hours a week is a reasonable time frame. We learned along the way

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<sup>7</sup> Initially the working group included 4 members of the MEA region, 1 member from the LAC region, 1 member from South Asia and 1 Intern from the LAC region/IDB partnership. All are experienced in Wikimedia work, except for the intern. During this period, 2 members had to leave because of other professional commitments within the Movement, 1 was partially inactive.

how to better set clear bi-weekly tasks within a wider 6-month plan. Having specific tasks and goals for each member seemed to work better than a number of shared tasks.

**13** **Advisory group that supports networking and strategic feedback:** this group was a more symbolic support group conformed after the brainstorming period. Most did not have an active role in implementation, but did provide important feedback and advocated for the program to bring others in. Two members did play an active role, one through the Capacity Exchange discussions and the other by supporting the program with the partial time of one staff member. More regular communications (monthly email or 30 min call) with an Advisory group would be key to keep them active and informed during implementation.

### What didn't work so well or what more is needed

**13** **More community leadership:** There could be more community leadership if the actual coordination of the project is led by a community member with the support of the Foundation. Expanding the working group to include other skills sets would also be important, particularly members from other regions, and widening the skills set to management, technological skills, as well as instructional design/training.

**14** **Learning Ambassador role did not kick off:** Despite having defined a role of "Learning Ambassadors" to support advocating for Let's Connect and 60% of participants expressing interest in being one this role did not really materialise. At first it seemed that it was the lack of a specific task, beyond talking about Let's Connect with peers. We then invited those that expressed interest to propose a Learning Clinic and shared material for them to make their suggestion. Only 3 participants from LAC did this, and it required active outreach from the working group on several occasions to confirm the clinic date, topic and structure.

**15** **Better connection with grantee affiliates planned learning and sharing objectives:** Let's Connect can better connect with affiliates' aim of learning and sharing by mapping when and around what topics they want this to happen and how they can work with Let's Connect to support them.

**16** **Experimentation with different communication channels:** The ways in which volunteers communicate with each other and with the foundation



staff or affiliates is very dissimilar. Constant and fluid communication requires using multiple channels and establishing this “routine” over time.

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**Find more ways of encouraging less visible voices:** The experiences of the participants are disparate, it is necessary to support them so they have the confidence and understanding of how to share their knowledge and be supported to do so.

## 4. Future of Let’s Connect: proposals for adjusting and scaling in the next year

### Do we have a clear idea of what is needed to continue and scale this?

After reflecting on the learning and results, the working group believes Let’s Connect has a lot of potential. There are things that could be adjusted based on the learning that would change the dynamics a bit. This would also require more Foundation staff and working group bandwidth and skills set.

### Programme adjustments in phase 2: November – August 2023

#### Closer to affiliates network (particularly grantees):

- Work closely with grantee affiliates to propose more community-led learning clinics based on regional and thematic interests. These could be at least one every two weeks. The working group support would gradually take a more backend approach, offering key aggregate information and services that would support affiliates to organise these spaces: for instance, invites, information about case studies, the learning clinic session guide, and translation services if required and available. The goal would be at least 1 **learning clinic led by communities** every 2 weeks.
- **Contact affiliates 1:1** to make sure that current Let’s Connect participants are aware of their activities and support services and try to address any participation needs such as connectivity through these services.
- **Better map existing learning/training opportunities** to improve the proactive connections and communications about these through bi-weekly emails, telegram messages, Movement diff calendar and Let’s Connect page.

### Improved learning spaces:

- The working group would take more of a **lead on 1 learning clinic** every two months, more focused on proposal writing and learning and evaluation.
- Improve the **resources page** (provisionally), whilst working within the Foundation to support a larger knowledge management effort.
- The working group will continue to **support autonomous participant-led 1:1 connections** made through the skills directory by sharing the form details of each party and putting them in contact via email. We will stop the service of monthly emails with proposed matches.
- The working group will **only proactively propose cluster group connections**, at least 1 per month, but make sure to document the learning resources and follow up on how the skills were practiced.

### Other collaborations:

- Work with the **Capacity Exchange** to start using the tool for registering skills and testing connection services. This will depend on the Capacity Exchange timeline and new phase of development (to be reviewed).
- Work more closely with other **Foundation teams** so that they have the information and services they need to organise and facilitate at least 5 Learning Clinics in the next phase.

### Better communications and Movement-wide coordination:

- Actively communicate advances in the program on a bi-monthly basis through a short newsletter that can be shared via email, telegram and Movement Strategy Forum.
- Share key learning from the pilot phase and adjustments to the second phase through a **Diff post** (November).
- Connect learning from Let's Connect with the Foundation's Quarterly Learning sessions and prioritised initiatives (where relevant, ie. LAC, NWE and MEA).

This can only be done if we have a greater working group capacity, as well as Foundation staff time dedicated to supporting the programme.

### Expanding the working group:

- We need to expand the working group to at least 10 active members (ideally 1 from each region and 3 from MEA region).
- This would also need to expand the skills set to include people with networking experience in their regions, technical skills, management skills and experience in instructional design and digital training.

- To do this we propose proactively reaching out to affiliates to see if they would like to propose candidates for the working group and also to active Let's Connect participants. Based on the geographical and skills representation required, the current working group would select at least 7 candidates and formally invite them to join.

### **Expanded core team on the Foundation-side:**

Today we have just two people on the team, a Learning and Evaluation officer that dedicates 50% of her time to Let's Connect, and a Junior Program Officer that dedicates 40%. We need at least two staff members dedicating at least 60% of their time to the programme.

We also suggest including a part-time contractor (20-hr week) that can support the Learning spaces more continuously, particularly in:

- Making sure the community-led spaces get the support services needed, particularly methodological and logistical support if these sessions are to scale to meet more continuous and multi-skill/topic peer learning interests expressed throughout the pilot phase.
- Organising and curating learning material so that these can be more accessible and proactively shared.
- Start exploring the possibility of organising resources on WikiLearn as a way to continue more self-guided learning in a structured manner.

The profile would be an instructional designer, learning experience designer, or learning program manager. \*For this role there is currently a contractor working with the Organiser Lab that could fit this profile.

We also think that having a community-facing person manage the operational coordination would be key. This could be in the form of a fellow or part time contractor role, such as the fellow program managed by the Campaigns team. This should be someone with community experience, similar to Campaign fellow.

### **Support team on the Foundation-side:**

- Strategic support from the **Community Programs** team. Working closely with the community of practice/training and evaluation roles so that Learning Spaces can be jointly organised and facilitated. This would imply including this in team priorities and having a monthly space to coordinate these initiatives and a time dedicated to Let's Connect activities.

- Ibid with **Community Development**, connected to their future learning/training plans and the Leadership Working Group.
- Strategic support from Lead Strategist in supporting learning and training spaces, design research and documentation.
- Working closely with **Movement Strategy** to connect other skills development initiatives that are mapped or funded.
- Work with the evaluation leads (Programs-Partnerships-Community Resources trio) and GDI to find ways of better evaluating the impact of Let's Connect.

**Foundation-wide initiatives that would support Let's Connect scale and sustainability:**

- Capacity-building framework and volunteer learning paths for key skills
- Knowledge management platform for curating and updating key training and learning resources.