

Aaaaaah!
Is there
something
wrong with this
partnership??

(3-5 min)



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User:Robek, Pair of lions v2, CC BY 2.5

Instructions time...

Pay attention! :)



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You should be thinking of partnerships that went wrong...

A partner didn't give you what you asked for?

Did

(12-15 min)

Partnerships gone wrong:

- 1) Initial
- 2) Critical
- 3) Terminate

(12-15 min)



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Red flags!!!

(2 min)

Instructions time...

Pay attention! :)



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A row of tall, silver flagpoles stands in a line, each flying a large, vibrant red flag. The flags are positioned in front of the National Museum of China, a large, classical-style building with a prominent entrance and a sign in Chinese characters. The sky is clear and blue, and the overall scene is bright and sunny. The text 'You're identifying red flags... (5 min)' is overlaid on the right side of the image in a large, white, sans-serif font.

You're identifying red flags... (5 min)



**Now let's solve the
problem**

Instructions time...

Pay attention! :)



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A person is shown from the chest down, wearing a blue denim vest over a grey long-sleeved shirt. They are sitting at a wooden table, focused on assembling a jigsaw puzzle. The puzzle is spread out on a light-colored, textured surface. A large, rectangular box of puzzle pieces is open on the left side of the table, with many pieces scattered around it. The person's hands are visible, carefully placing a piece into the puzzle. The background is slightly blurred, showing a green tiled floor and some other items on the table.

**Brainstorm solutions for
each of the 3 phases,
based on the problems
you identified before.**

(15 min)

A person is sitting at a table, focused on solving a large jigsaw puzzle. The puzzle is spread out on a light-colored surface, and the person's hands are visible as they work with the pieces. The background is slightly blurred, showing a green tiled floor and some other items on the table.

**Applied on the problems
you found:**

How can you solve it....

**If it's just starting (initial), ongoing (critical),
way too bad (terminate).**

Classify solutions in 3 categories.

(15 min)

Instructions time...

Pay attention! :)



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Individually, write down in a post it an actual case you've had back home. Think of the 3 last parts of the workshops:

1) What is the problem and how critical it is (just starting, critical, terminate)?

2) What red flags or alert signs?

3) How are you planning to solve it?

(5 min)



**Let's
Share
stories!!!**



**Don't stop here... keep the
conversation going!!
i) office hours ii) Meta resources**

Documentation part (digitized flipchart notes)



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Group 1

Problems

- Cascadia: Staff changes within GLAM partners [1]
- Srpska: Lost contact with archive [3]
- Georgia: Partner disappeared [3]
- Greece: Failed communication relationship building / ext. Sabotage [1]
- Germany: project mission creep [2]
- Greece: Partner school needed formal organization [3]

Red flags

- Announcement of staff change
- Loss of contact within partners
- Political changes
- Lack of coordination / consultation
- Bad gut feeling

Solutions

[1] Initial phase

Awareness of risks
Having a plan B, C, D
Use problem / solution tree
Knowing your partner
Constant communication
Contract!

[2] Critical phase

Straightforward, solution-oriented conversation
Reach out first to new staff
Refer to contract
→ Continuity for the partner to know it's happening
→ understand fear, use NVC, speak from the heart

[3] Terminate the partnership

Be polite
Know how to accept failure
Communicate clearly

Group 2

Problems

- Ghana: National Archives, management change [1]
- Brazil/India: Wikipedia Education Program-Catalyst, concept did not fit local context [3]
- Jordan: Educational WP involvement in refugee camp, too many points of contact [2]
- India: National museum Delhi, uneven distribution of work [2]
- Cameroon: Partner could not deliver resource [1]
- India: Education partnerships, Partner does not understand WP [1]
- Kenya: WMF funding partnership, partner lack knowledge about proper financial accounting, lack of inward reflection/enough mutual support

Solutions

[1] Initial phase:

- Escalate communication to director
- Scale down projects to pilot – reimagination
- Do better research about partner
- Provide enough information about you to the partner
- Manage expectation – formal/informal agreement
- Clarify roles

[2] Critical phase

- Re-define/enforce division of roles
- Renegotiating terms of agreement
- Analyse / re-think resource commitment

[3] Terminate the partnership

- Do not burn bridges – do not talk badly about the partner in public
- Share your learnings
- Document what went wrong

THANK YOU



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