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This short overview of tools covers both Volume 1 and Volume 2 of the [Toolbox](#), and is organized according to what kind of knowledge exchange process the tools support. Select your desired process from the table below, then check out the suggested tools. For more detailed information, see 'How to use this toolbox' in the Introduction to Volume 1 of the Toolbox: https://www.unicef.org/knowledge-exchange/index_82053.html .

Tool types	In which volume?
 in-person  online	v1 Volume 1 v2 Volume 2

Process	Suggested tools	Choose this tool when you want to:
1. Planning knowledge activities for a project 	 Project-level Knowledge Management Action Plans (guidance) v2	<ul style="list-style-type: none"> • Together with your project team, create and implement a comprehensive plan to identify, acquire, create, share, and use the critical knowledge needed for project success
2. Stimulating creativity, generating new ideas 	 Brainstorming v1	<ul style="list-style-type: none"> • Expand a group's creativity using a versatile, familiar, and powerful tool
	 Topsy Turvy v1	<ul style="list-style-type: none"> • Take an innovative approach to brainstorming
	 VIPP Card Collection and Clustering v1	<ul style="list-style-type: none"> • Gather diverse creative inputs and organize them as a group
	 World Café v1	<ul style="list-style-type: none"> • Apply the power of small-group conversations to gather input on multiple issues
	 Buzz Groups v1	<ul style="list-style-type: none"> • Add quick, easy creative conversations to any plenary meeting
	 Online Jam v1	<ul style="list-style-type: none"> • Convene a group online at a fixed time • Brainstorm (text-based)
3. Learning and sharing lessons within groups 	 VIPP Card Collection and Clustering v1	<ul style="list-style-type: none"> • Classify and prioritize learnings together
	 World Café v1	<ul style="list-style-type: none"> • Learn in small groups that allow conversations, questions and answers
	 Buzz Groups v1	<ul style="list-style-type: none"> • Complement standard presentations by adding short conversations and sharing among participants
	 E-discussion v1	<ul style="list-style-type: none"> • Conduct an online discussion over days/weeks, with participants contributing on their own schedules • Help develop answers to key policy or implementation questions








<p><i>(Learning and sharing lessons within groups, continued)</i></p>		<ul style="list-style-type: none"> • Explore core issues and topics for team learning
<p>4. Learning from experts</p> 	 <p>Lightning Talk v1</p>	<ul style="list-style-type: none"> • Encourage focused, dynamic presentations • Accommodate several presenters in a limited time
 <p>Expert Interview (with audience) v1</p>	<ul style="list-style-type: none"> • Offer a dynamic, engaging alternative to traditional expert presentations • Participants take the lead in asking questions; experts remain the main speakers throughout 	
 <p>Fishbowl v1</p>	<ul style="list-style-type: none"> • Offer a spontaneous, conversational alternative to traditional expert presentations • Participants take the lead in asking questions and can replace experts as speakers 	
 <p>Chat Show v1</p>	<ul style="list-style-type: none"> • Hold a learning conversation with several experts at once • Facilitator takes the lead in asking questions and animating the discussion 	
 <p>Buzz groups v1</p>	<ul style="list-style-type: none"> • Complement standard presentations by adding short conversations and sharing among participants 	
 <p>Brown Bag Lunch v2</p>	<ul style="list-style-type: none"> • Offer an easy-to-organize informal learning opportunity with an external expert or a colleague sharing her experience 	
 <p>Individual Expert Interview v2</p>	<ul style="list-style-type: none"> • Capture knowledge from an expert through a focused conversation (without an audience present) • Knowledge is disseminated after the interview through other channels 	
 <p>Webinar v1</p>	<ul style="list-style-type: none"> • Convene a group online at a fixed time • Experts share audio-visual presentations • Disseminate new guidance to key audiences • Conduct training on important new tools, methods or procedures 	
 <p>Online Jam (Ask Me Anything version) v1</p>	<ul style="list-style-type: none"> • Convene a group online at a fixed time • Offer text-based online Q & A with experts or others with unique, relevant experiences to share 	
<p>5. Learning BEFORE a project/ initiative</p> 	 <p>SWOT v1</p>	<ul style="list-style-type: none"> • Plan effectively for any type of project/ initiative, either quickly or in depth • Analyze important decisions, proposals or problems
 <p>VIPP Card Collection and Clustering v1</p>	<ul style="list-style-type: none"> • Quickly identify and prioritize relevant issues 	

<i>(Learning BEFORE a project/ initiative, continued)</i>	 Timeline v1	<ul style="list-style-type: none"> • Build a shared understanding among your team of current opportunities and challenges in a project/ initiative
	 Study Visit v2	<ul style="list-style-type: none"> • Learn from a similar project done by another organization or team before planning yours
	 Online Communities v1	<ul style="list-style-type: none"> • Learn from others who have tackled similar challenges • Build a strong foundation of practical knowledge over time, which can be applied as needed in different activities
	 Virtual Peer Assist v1	<ul style="list-style-type: none"> • Learn from others who have tackled similar challenges • Hold a single focused learning event online
	 Surveys v1	<ul style="list-style-type: none"> • Efficiently identify priorities and issues for later action
6. Learning DURING a project/ initiative 	 After Action Review v1	<ul style="list-style-type: none"> • Continuously improve team effectiveness and results during a project/ initiative
	 VIP Card Collection and Clustering v1	<ul style="list-style-type: none"> • Quickly identify and prioritize relevant issues
	 Timeline v1	<ul style="list-style-type: none"> • Build a shared understanding among your team of current opportunities and challenges in a project/ initiative
	 Online Communities v1	<ul style="list-style-type: none"> • Create a community that can provide ongoing answers and advice during any relevant activity
	 Virtual Peer Assist v1	<ul style="list-style-type: none"> • Get help on particularly challenging issues that you have encountered
7. Learning AFTER a project/ initiative, or at major moments of reflection 	 Retrospect v1	<ul style="list-style-type: none"> • Carry out in-depth team reflection in order to capture and prioritize lessons, and improve results
	 Debrief (one-on-one) v1	<ul style="list-style-type: none"> • Capture lessons on potentially sensitive topics from individuals in a confidential setting
	 Timeline v1	<ul style="list-style-type: none"> • Understand the how and why of project results
	 Writeshop v2	<ul style="list-style-type: none"> • Document learnings from a project through an intensive workshop, producing a collaboratively written knowledge product quickly
	Lessons Learned (template) v1	<ul style="list-style-type: none"> • Write up lessons for future use
	 Surveys v1	<ul style="list-style-type: none"> • Efficiently capture a selection of lessons from large numbers of individuals

8. Developing and improving a shared practice or area of work 	 Writeshop v2	<ul style="list-style-type: none"> • Advance a shared area of work by bringing together subject matter experts to collaboratively draft a knowledge product
	 Online Communities v1	<ul style="list-style-type: none"> • Leverage the power of networking for building capacity over time, solving problems and answering key questions as they arise
9. Disseminating knowledge 	 Brown Bag Lunch v2	<ul style="list-style-type: none"> • Gather a group of relevant people to informally present your work in person
	 Lightning Talk v1	<ul style="list-style-type: none"> • Share knowledge from your work in a short dynamic presentation.
	 E-newsletter v2	<ul style="list-style-type: none"> • Share knowledge and other relevant content to an audience you want to reach out to on a regular basis
	 Webinar v1	<ul style="list-style-type: none"> • Convene a relevant group online at a fixed time to share your work through an audio-visual presentation • Disseminate new guidance to key audiences • Conduct training on important new tools, methods or procedures

Tools and skills for planning, opening, running and evaluating meetings and events

Use these **together** with any other knowledge exchange tools

9. Running effective in-person knowledge events 	 Icebreakers v1	<ul style="list-style-type: none"> • 'Break the ice' in order to build trust, promote connecting and sharing among participants
	 Real-Time Meeting Evaluation Tools v1	<ul style="list-style-type: none"> • Evaluate the success of an event/ workshop while it is happening, so you can make needed changes and maximize the event's impact
	 Meeting Facilitation <i>(a skill, not a tool)</i> v1	<ul style="list-style-type: none"> • Promote participation, avoid or resolve meeting-related problems and maximize results, during any and all in-person knowledge events
	 Effective Meetings <i>(skill)</i> v2	<ul style="list-style-type: none"> • Determine whether you need a face-to-face meeting and design it to maximize its effectiveness for knowledge sharing and collaboration.
	 Global Meetings <i>(skill)</i> v2	<ul style="list-style-type: none"> • Decide whether to bring together staff from multiple offices and, if so, do it effectively in order to make good use of their time
	 Online Tools for Face-to-Face Meetings v2	<ul style="list-style-type: none"> • Engage meeting participants through their phones, tablets, and laptops, getting their inputs and feedback in real time