

# SKIL2

KIS

P2

CII

PC

**Spaces for Information + Knowledge + Learning  
Service Knowledge + Innovation Leadership**

The core question I always ask the non profits I work with is:-

## **Who do you serve?**

Every service initiative should be driven by their needs.

And - in order to deliver the best services you need a **confident, skilled and always learning workforce.**

That's what **SKIL2** is aiming to be a part of - **creating a range of learning spaces for workers as close to their workplace as possible.**

Currently, many non profits in Ireland tend to focus their resources on workshop style training which can have a low transfer of learning rate and is relatively expensive in terms of time and money. Non profits also tend to be a little (or a lot) technophobic and really don't prioritise technology as a learning opportunity.

To be fair - non profits are pretty busy doing their work and trying to raise the funds to stay in business. They also get very confused and frustrated with the special language of the whole social media and technology field.

I see **SKIL2** as an opportunity to not only provide a range of interactive and collaborative learning spaces for workers in non profits - but also a space to improve their confidence, awareness and knowledge of social media and learning technologies.

**SKIL2** is an acronym for  
**Spaces for Information + Knowledge + Learning  
Service Knowledge + Innovation Leadership.**

**SKIL2** has 4 key components:-

**P2** (profitable partnerships);  
**CII** (creative inward investment);  
**PC** (project co-ordination); and  
**KIS** (knowledge information spaces).

**P2 - profitable partnerships** - will see a national non profit; third level & private sector organisations being invited to develop the first **SKIL2** project. There are a range of benefits for all the organisations involved beyond the **SKIL2** partnership. The value added benefits include:

- ◆ Increasing the profile and sponsorship opportunities of the non profit organisation.
- ◆ Providing opportunities for the for profit organisations to achieve their corporate social responsibility objectives.
- ◆ Link the third level organisation into community based projects.
- ◆ Each partner learning more about the other partners mission and service offerings.

**CII - creative inward investment** – will focus on resourcing (people, ideas, buildings, materials, money) the project from 3 perspectives – **build up, buy in & free.**

**PC - project co-ordination** - will be developed on a 3 legged platform - **values; structure & process.**

**KIS - knowledge information spaces** - will be the result of the work undertaken in the other 3 areas. KIS is about the collaboration, connection and cooperation between people and utilising learning technology.

A **SKIL2** intranet utilising all current social media and learning technology will be developed for the non profit partner.

People will be involved in creating podcasts that rattle the cage of current service practice. They will have spaces to explore, share and challenge themselves and each other about the work they do and the people they serve. A knowledge space will be created that constantly evolves and updates information on key service areas. There will be live chat and video with the CEO and project workers on service and good practice. Real time spaces will be created for gatherings where people learn together. A worker will be able to create their own personal learning portfolio within the **SKIL2** intranet.

They will be just a few of the **SKIL2** service offerings.

I have invited a major national non profit to be the sole non profit Partner and they are very interested in participating. I'm also applying for a social entrepreneur award to add to the fee kitty for a year. In the coming weeks I'll be approaching a number of third level organisations and invite their participation. And I will also be approaching private sector organisations to invite their involvement through their corporate social responsibility initiatives.

My contribution to the project for the next year will be:

- ◆ Co-ordinate all aspects of the complex **SKIL2** project.
- ◆ Donate at least 30 days of my time to the **SKIL2** project – worth 30,000 Euro.
- ◆ Document and evaluate all elements of the **SKIL2** project.

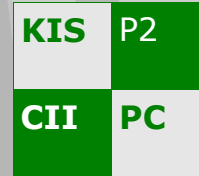
**The core action steps for the next 3 months** – are:-

- ◆ contact potential partners and meeting them to communicate **SKIL2** and invite their participation as Partners.
- ◆ develop a detailed a project plan for the 4 components of **SKIL2.**
- ◆ conduct further research on a range of elements relating to CSR; open source software; learning technology; informal learning; and wicked problem mapping software.
- ◆ apply for the Social Entrepreneur Ireland award.
- ◆ develop the internal communication and development structures with the non profit organisation for **SKIL2.**
- ◆ hold the first P2 meeting.
- ◆ hold the first **SKIL2** Team meeting.
- ◆ Design and manage the **SKIL2** social network [www.skil222.ning.com](http://www.skil222.ning.com)

The next 6 pages provide a visual presentation of **SKIL2.**

# SKIL2

Spaces for knowledge + information + learning  
Service knowledge + innovation + leadership



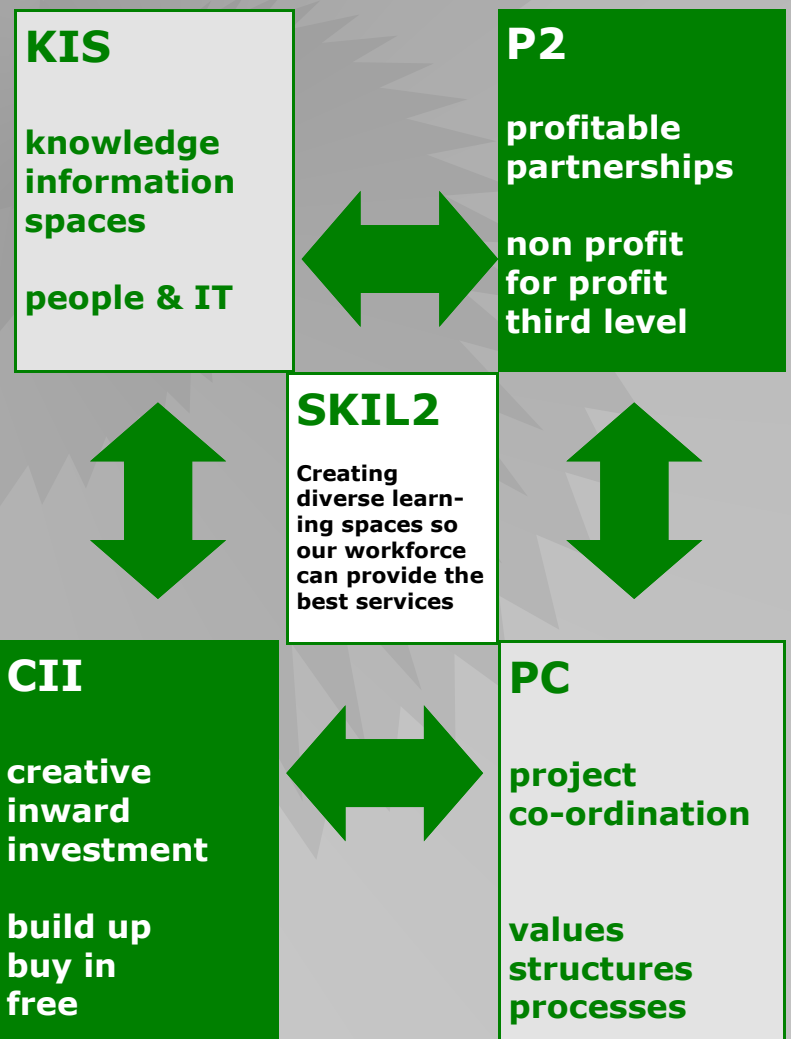
It's the people we serve who are the core of our work.

The services we provide need a confident, skilled & always learning workforce.

## What's at the heart of a learning organisation?

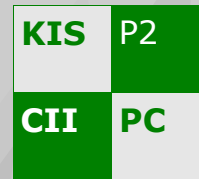
- ⇒ Communication
- ⇒ Passion
- ⇒ Curiosity
- ⇒ Flexibility
- ⇒ Diversity
- ⇒ Inspiration
- ⇒ Confidence
- ⇒ Strategic
- ⇒ Congruent
- ⇒ Celebration
- ⇒ Leaders
- ⇒ Tools
- ⇒ Resources
- ⇒ Creativity
- ⇒ Risk taking
- ⇒ Tolerance
- ⇒ Patience

## Creating Learning Spaces



# SKIL2

Spaces for knowledge + information + learning  
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## Creating Learning Spaces

**KIS**  
knowledge  
information  
spaces

People	Learning Technology
learning groups	SKIL2 Intranet
self directed learning	open source
capturing knowledge spaces	single platform access to multiple online learning environments
internal practice dialogues	SKIL2 blog documenting the whole process
external knowledge & practice sharing	discussion and learning groups
transfer of learning	podcasts of debates and discussions
SKIL2 champions	personal learning portfolios
video practice exploration discussions	searchable knowledge database
learning over the shoulder	wikipedia of service practice terms and definitions
beta testing teams	online social networking for learning
mentors	post handouts from external training courses
trusting collaborations for learning	Q&A section
rattle the cage spaces to innovate service practices	

**CII**  
creative  
inward  
investment

Build up	Buy In	Free
learning facilitators	SKIL2 director	SKIL2 director
learning champions	KIS builders	KIS builders
SKIL2 people	hardware	open source software & CMS
mentors	learning facilitators	
	physical learning spaces	physical learning spaces

**P2**  
profitable  
partnerships

Non profit	For profit	Third level
Depaul Trust Ireland	explore CSR	DIT potential IT focus community focus

**PC**  
project  
co-ordination

Values	Structure	Process
adult learning	internal SKIL2 strategic team	planning points
learner & work centered	P2 team	success action points
learner experience	KIS LT team	reflection points
practical	internal beta testers	celebration points
context based	SKIL2 director mentors	communication points
respect for all partners		

## **Examples of Projects over 25 years**

Learning & Performance strategies and actions with 2 national organisations (Depaul Trust Ireland & St Vincent de Paul) and the homeless sector in Dublin

Developed Diversity & Integration training & resource package for Refugee Information Service

Developed and evaluated partnerships and networks across the country

Trained long term unemployed people to be local community action researchers

Developed and delivered Master of Arts business planning module for community musicians

Worked with ICT professionals to develop online Learning Pathways

Evaluated many homeless services

Evaluated EU & Irish arts development programmes

Conducted countless organisational reviews

Developed information strategies for organisations

Trained people in effective written communication

Co-ordinated the development strategy and 2 day conference for the wildflower industry in WA

Developed evaluation processes for training programmes at EU, national and regional levels

## **Examples of Clients over 25 years**

Local Authorities including DCC & Sligo

HSE Dublin

Partnerships – Waterford, Wexford, Kilkenny, Clondalkin

Homeless Agency

Depaul Trust Ireland

Dublin Simon

St Vincent de Paul

Arts Council Ireland

Cooperation Ireland

Crosscare

Queens University Armagh

Limerick University

Temple Bar Properties

Focus Ireland

Simon Communities Ireland

Music Network

**Working with People to create Powerful, Just & Celebratory Places to Work and Live**

learning groups

self directed learning spaces

capturing knowledge spaces – alone and with others

internal practice dialogues & reflection

KIS beta testing teams

video practice discussions

external practice & knowledge sharing – being SKIL2 leaders

rattle the cage practice sessions

SKIL2 champions

learning over the shoulder

ongoing collaborations that build confidence and skill

transfer of learning

online personal learning

# KIS

Knowledge Information Spaces

Linking people to each other and to learning technology

synchronous and asynchronous learning events

SKIL2 blog documenting process

real time podcasts of discussions – people can post ques-

learning spaces that you can go to anytime

online discussion & learning groups

create personal learning environment

question & exploration sessions online and facilitated by an 'expert'

online Induction to support managers and staff

searchable knowledge database

Wiki developed by workers on practice terms

link to YouTube for learning videos

videos posted on SKIL2 Intranet

online social networking for learning

link external online learning to SKIL 2 intranet

post handouts From training sessions on SKIL2 intranet

Skills database

# P2

## Profitable Partnerships

Non Profit  
Profit  
Third Level

### P2 Needs

Clarify  
Communicate  
Review

### P2 Profits

Economic Profile  
Learning Innovation  
Social Justice CSR

### P2 Scoping

Network Map  
Link to SKIL2 needs  
Decide Partners

### P2 Forming

Contact potential partners  
Clarify profits of SKIL2 involvement  
Agree in 12 month commitment

### P2 Building

Share stories, needs and benefits  
Clarify roles & responsibilities  
Agree communication, conflict and exit strategies  
Clarify due diligence and accountability  
Communicate key actions and processes  
Clarify intellectual property

### P2 Managing

Create learning spaces to skill up P2 team on IT  
Manage deliverables  
Support patience, persistence & resilience  
Communicate continuously  
Celebrate achievement & process

### P2 Reflecting

Document the story, process, learning and actions  
Video sessions  
Create time & space thru whole process to reflect  
Learn from it all and share beyond yourself

# PC

## Project Co-ordination

Values  
Processes  
Structure

### Values

Adult learning focus

Practical

Learning & worker centred

Context based

Respect for different needs

Patience & Persistence

A curious mind

### Processes

Planning points

Action points

Reflection points

Communication points

Celebration points

Documentation points

### Structure

#### Internal SKIL2 Teams

- ⇒ SKIL2 Director
- ⇒ Planning & Dev Team
- ⇒ SKIL2 intranet designTeam
- ⇒ SKIL 2 Champions
- ⇒ Beta Testers for SKIL2 intranet

#### External P2 Team

- ⇒ Non profit partner
- ⇒ SKIL2 Director
- ⇒ Profit partners
- ⇒ Third Level Partners