



The L in GDLN

trends and issues from a global perspective

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the context



not just any knowledge

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World Bank President Zoellick in his “100-day speech” ...

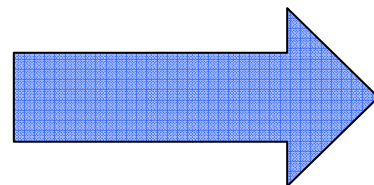


“our services will be increasingly in the area of the application of global know-how to local needs”

“this is not a university – rather it is a “brain trust” of applied experience”

“We aim to be faster, better, and cheaper.”

“Delivering, expanding, and testing this knowledge is the most important part of our work.”

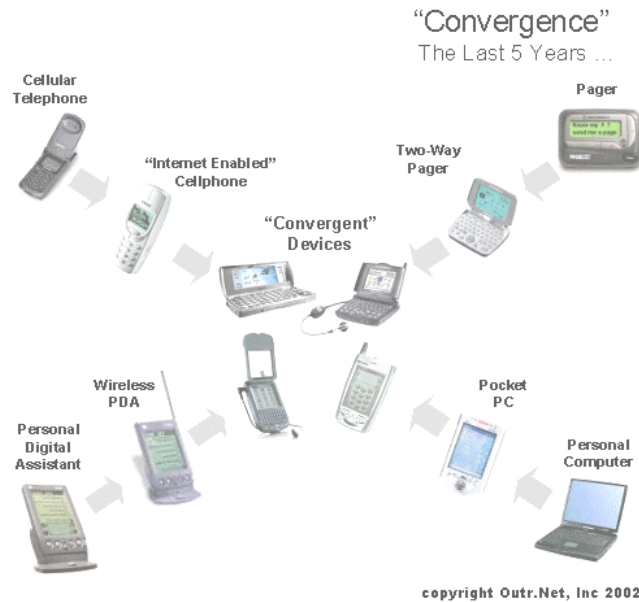


relevant
applied
just-in-time



soon we can take access to ICT for granted

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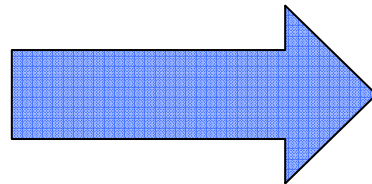


connected any time anywhere

convergence of voice, data, media, mobility

"with Skype I do videoconferencing for free"

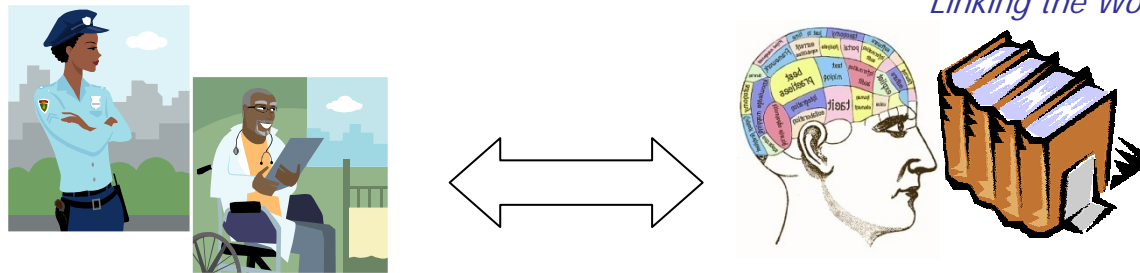
moving towards a wireless world ...



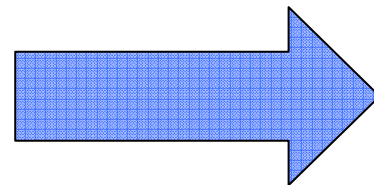
cheaper
more universal
more integrated



learning services will be the key



the **service** of bringing **people** and **knowledge** together in **meaningful learning** experiences

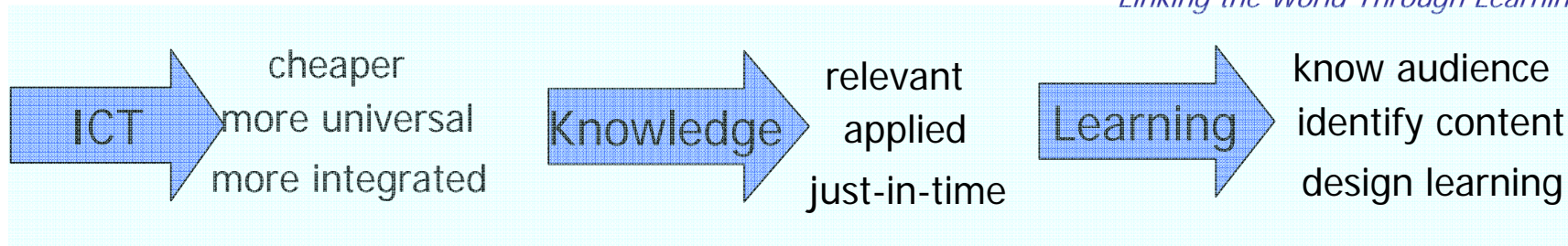


know audience & needs
identify content
design learning



the opportunity for GDLN is tremendous

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GDLN – we are global but always close to the client

GDLN – we are unique in our dedication to development

GDLN – our focus is knowledge and learning

GDLN – we are an organized network



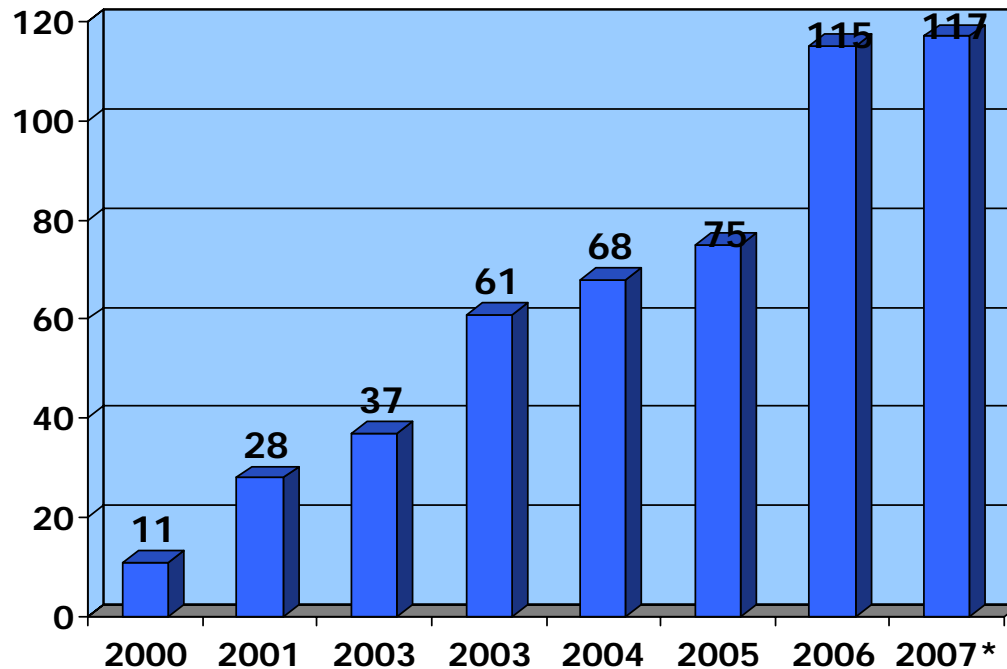
GDLN today – affiliation, activities and services



What do we know about our *affiliation*?

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- affiliate growth is slowing down
- many “dormant” affiliates
- in-country networks and multiple-site affiliates emerging, e.g. China, Russia, Indonesia

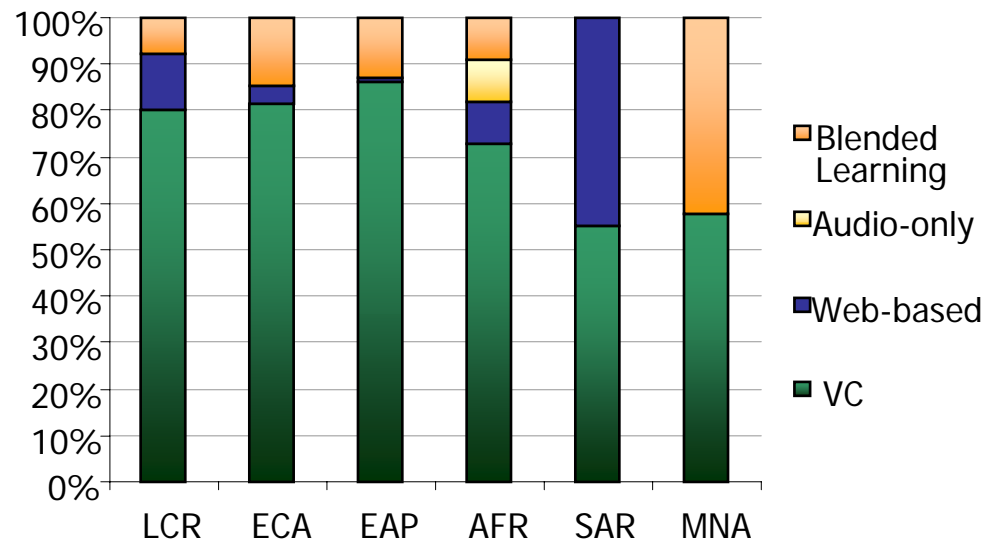




What do we know about our *activities*?

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- our data are very unreliable: GEM is unevenly used and surveys have low response rates
- number of activities is probably relatively stable
- we often don't know what is "GDLN" and what is not
- most of what we do is videoconferencing

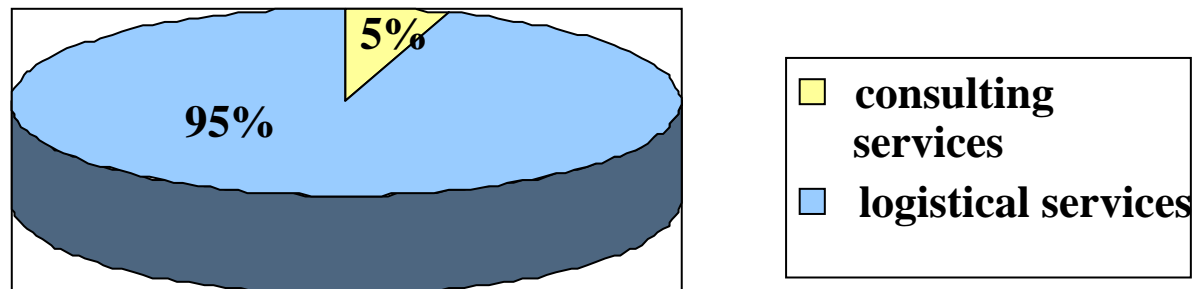




What do we know about our *service*?

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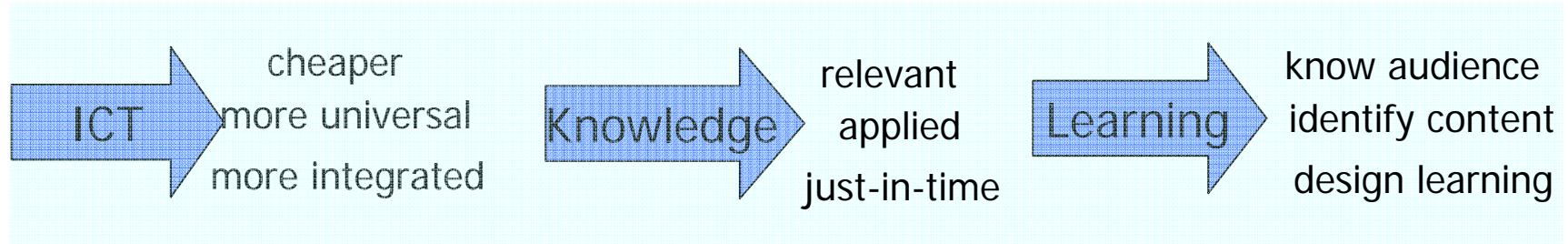
- generally, clients are happy, but many complaints “in the corridor” about being “cumbersome”
- we are often considered expensive (\$200/hour/room!)
- despite the business policies, not always clear what services an affiliate offers
- the vast majority of financial transactions are for logistical services, not for learning services
- uneven quality of the events





GDLN today in the context of tomorrow?

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GDLN today

117 affiliates
provider of logistical services
mainly videoconference events
little quality control
non-transparent cost structure

GDLN tomorrow?

truly global and local presence?
provider of learning services?
mainly blended learning events?
performance standards?
transparent cost structure?

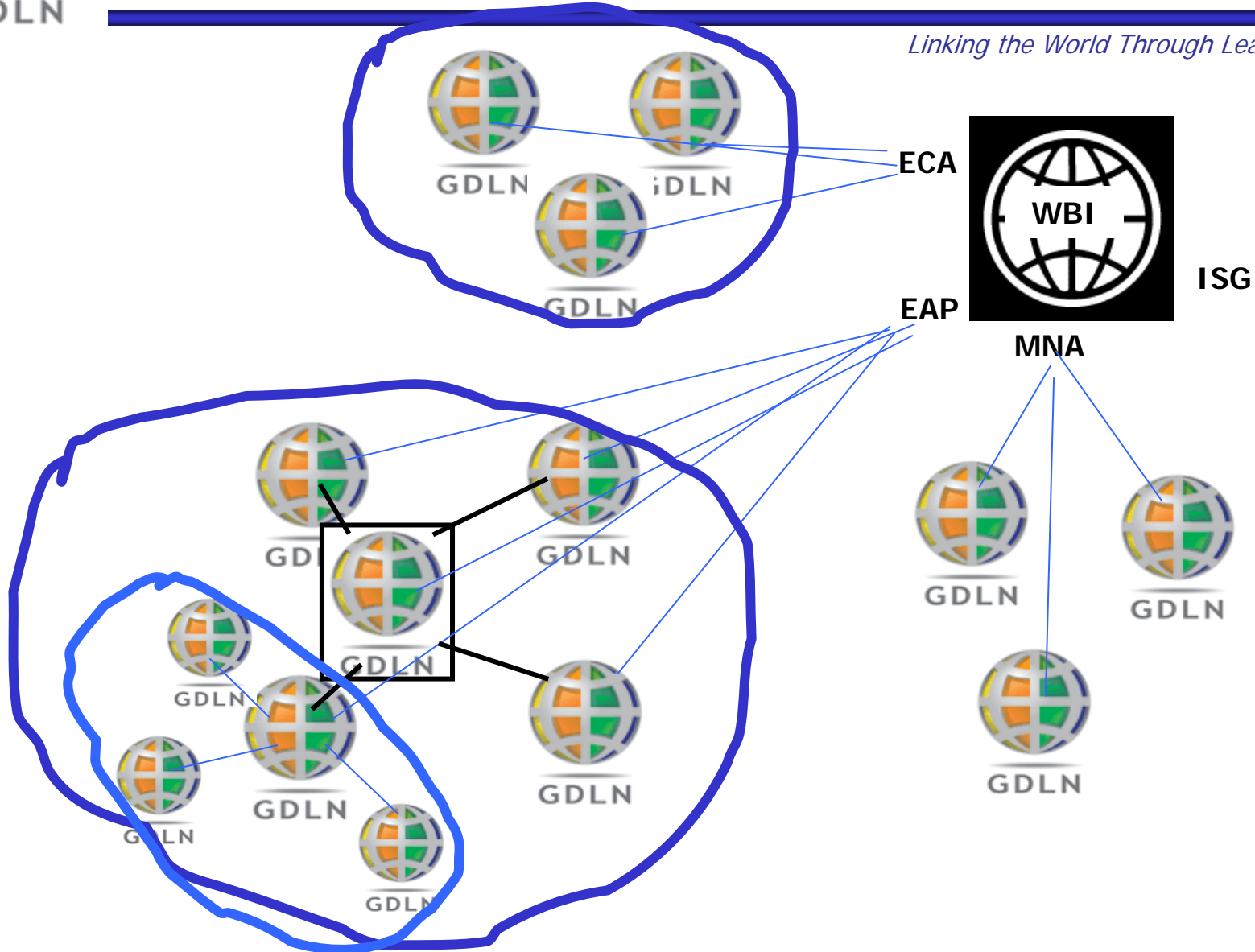


next steps – governance conversation and getting the basics right



Network complexity has grown

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Need to look at global governance ... at the right pace

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11/07

Berlin meeting

- Map our business
- Map our stakeholders
- Who does what and why?
- What is essentially global?

→ **Proposal next steps**

01-06/08

Global discussion

- E-discussion
- Regional meetings

→ **Validation**

07/08 onwards

Implementation

A few principles ...

- subsidiarity
- recognition of context
- everyone participates and owns the process



In the meantime, at GDLN Services in WBI ...

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one guiding principle → where do we add value?

strategy/governance

Berlin consensus -> global
consultation -> implementation

time for OVP briefing

focus on 'weak links' - AFR

WBI strategy

communication

Products: a new website and
template-approach

Services: Advisory services

Audiences: clients, affiliates,
regional coordinators, regional
secretariats, Bank staff, Sr
management



In the meantime, at GDLN Services in WBI ...

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data

Currently: client survey, affiliate survey, gem → unreliable data
evolve towards a data service – we keep a set of data and provide to you on demand

BUT - What data do you need? And, will you help collect?

logistics

GEM: we will resolve slowness, but does everyone buy in?

Service coordination: move towards regional service coordination?
(bridging and SC in Panama; bridging and scheduling in Tokyo ...)



In the meantime, at GDLN Services in WBI ...

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new : learning

learning design course package
coach centers in providing
comprehensive learning services for
specific projects
develop 'lasting' products

new : back to basics

Quality of VC events – coaching
from DC studio's

"red carpet treatment" for specific
events (pls nominate!)



GDLN



"I'm going to refer to an educational theory which was first published in February and is still applicable today."



"My class is so large and my seat is so far back, I feel like I'm taking a distance-learning course."