



KNOWLEDGE CAFÉ

WHAT IS A KNOWLEDGE CAFÉ?

Open, creative, facilitator-led conversations to surface collective knowledge, share ideas, and encourage collaborative dialogue in a relaxed, café-type environment.

A KNOWLEDGE CAFÉ ACTIVITY MAY BE ORGANIZED

- » virtually or face-to-face.
- » as a part of large conferences, workshops, and knowledge fairs.

USE IT TO

- » provide multiple perspectives on a topic.
- » surface and collect tacit knowledge and experience from a large group of participants.
- » support collective learning and build networks.
- » identify best practices.

HOW TO USE IT

- » Establish the café etiquette and environment to enable open dialogue through conversations. Rules might include listening carefully, taking turns in the conversation, and contributing your thinking.
- » Use good questions to drive the conversation. Keep the following in mind when writing the questions:
 - › Use open-ended questions (questions that do not have a yes/no answer).
 - › Use questions that encourage inquiry instead of advocacy.
 - › Test the questions ahead of time with key individuals to ensure that they are easy to understand.
- » Consider organizing your questions in idea/issue clusters for easier linking of conversation results to the core ideas/issues.
- » An experienced facilitator is key to the success of a knowledge café. Also consider including scribes and note-takers to harvest the knowledge being shared.