

## PRESENTATION SCREEN

### MANAGEMENT OF KNOWLEDGE PROJECT

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#### Leitmotiv of the G.C. of Fundación ONCE:

- “The knowledge that is not shared does not exist”

#### Origin of the Project: why does it arise?

- The detection of certain needs in our organization led us to consider how to respond to them:
  - Promote the relationship and communication between Areas and Departments, as a necessary premise to generate a culture oriented to share knowledge within the organization.
  - Improve communication and coordination between the different levels of the organization (technicians, middle managers and managers), to create a deep and efficient knowledge management model.
  - Encourage communication with the outside world, in order to learn from the environment and have knowledge that can be used within the Foundation.
  - Find the levers that motivate our human team, to create an environment conducive to sharing knowledge and experiences among us.

#### What is the G.C. Project?

- It is an innovative project that aims to improve and advance together, as a real team, sharing experiences, learning, information, talent and the enthusiasm of all for a common goal: to know ourselves better and know what we do.

#### Our project model G.C .: how it has emerged

- Based on interviews with stakeholders in order to analyze the knowledge management model of the ONCE Foundation up to then, in terms of organizational culture, processes and existing tools to share knowledge.
- Through a mapping of the weaknesses and strengths of the current model, which identified the main bottlenecks.

## Keys to the G.C. of the ONCE Foundation

### CHANGE THE CULTURE BEGINS FOR SMALL GESTURES.

- Search for initiatives that involve different levels of the organization
- Prioritize solutions based on people
- Find ways to share that do not involve more work than daily work
- Mix formal moments with informal ones
- Accessibility as a backbone.

## Ongoing initiatives of Project G.C. of the ONCE Foundation

### LEADED BY THE AMBASSADORS OF KNOWLEDGE



Cornerstone on which the action plan has been developed.

A multidisciplinary team made up of people from different areas and levels, led by the General Directorate and the General Secretariat.

- **Open Days** -> days of open doors to the staff of the Foundation and their families, organized with the aim of bringing them closer to some of the most representative institutions of the House:
  - To the ONCE Foundation of the Guide Dog
  - Meeting with the CD ILUNION and the School of Wheelchair Basketball of the CD ILUNION
  - Visit to the Biennial of the ONCE Foundation
- **TED's**-> Informative pills given by house staff (both technicians and managers) in specific areas of knowledge on topics unrelated to daily work but closely related to disability:
  - Human Rights and Disability. o Protocol.
  - Google and its apps.
  - Effective presentations. o Documents for all.
  - Braille Vista.
  - Initiation to the ILSE

- **Corner's Café** -> 1-hour informal meetings in which guests from external organizations bring us closer to their reality.
  - Save The Children;
  - Anesvad;
  - ONCE Foundation for Latin America;
  - Messengers of Peace,
  - CD ILUNION,
  - ERDF,
  - FOAPS ...
- **Diversity FONCE Showroom** -> Initiative that aims to get to know us better and value what we do. During a week, in a shared space, each address / area through its own stand has the opportunity to show the main projects / activities in which it has been working
- **Who is who** -> Directory of people working in the building presented in a friendly and accessible format, where we can all know not only where our colleagues work or their contact data but also what their main hobbies are and in what other areas, apart from the purely professional, can you help us.
- **Study library** -> Database that contains all the information related to the studies carried out in the House, that any member of the organization can consult. It also allows obtaining reports and monitoring indicators for managers, as well as technical and content information for the entire staff.

IT IS ABOUT A PROJECT IN CONSTANT EVOLUTION  
WHERE CREATIVITY, INNOVATION AND ILLUSION  
ARE THE FUNDAMENTAL KEYS FOR ITS  
DEVELOPMENT AND SUCCESS

## **Summary of the actions carried out in 2015/2016 by the Ambassadors of Knowledge (0011-License to Innovate), and action plans for 2017**

After the first months of work of the Knowledge Ambassadors, better known as the 0011 - License To Innovate - team, we want to translate the results of their actions in 2015 and 2016.

In 2015, 5 initiatives were launched that seek to improve our organization, based on:

- Participation of workers: initiatives by and for the professionals of the ONCE Foundation and FSC Inserta.
- Improvement of existing tools and procedures.
- Expand knowledge of what is done in other areas: knowing, valuing and collaborating, as far as possible, with all areas of our organization.
- Become aware of problems and difficulties: what will give us a greater competitive advantage.
- Communicate advances: it will facilitate a quick access to the relevant information, avoiding noise and becoming evangelized of the brand.
- Incorporate knowledge of other colleagues in you, learn: you will discover another way of seeing and knowing people, empower us as experts in the field and facilitate the feeling of belonging.

These have been the 5 initiatives of the year **2015** in which we have been developing different actions that support the initiatives:

- **Who is Who ?**: We are designing the first interactive directory of all the workers who work at the headquarters of Calle Sebastián Herrera in Madrid. In him we will know in greater detail who is who, what work he performs, and a little more of each one of us. More than 120 files of the workers of Fundación ONCE, ILUNION Capital Humano and Inserta Madrid that make up an active, lively and very attractive web directory by and for all.

- **TED's 0011:** The knowledge pills have been a success. More than 60 colleagues have expanded their knowledge and experiences in the different workshops that have been taught. 5 TED's, 9 groups and 4 trainers (house workers), with a total of 61 attendees.

- **C & C 0011:** The informal meetings in the new Corner-Café, have allowed us to know more in detail other reality, other stories of this exciting world of the Third Sector. Ana Sastre, from Save The Children, Pilar Matías from Anesvad and Chus Varela from the ONCE Foundation for Latin America told us about their experiences, their projects, how they work in their organizations against social exclusion and poverty. More than 60 participants These meetings are held during working hours.

- **Coordination of Studies:** Cataloging and organizing the numerous studies coordinated by the ONCE Foundation is not an easy task. The working group is cataloging, systematizing and generating a spectacular database, in Excel and accessible format, which very soon we will present you and to which we will give great usefulness.

**In 2016,** the initiatives described above have been continued and a new one has been added, the Diversity FONCE Show Room:

- **TED's 0011:** New informative pills have been called: Braille reading learning TEDs. 3 groups of 10 students each. It has been called 3 learning TEDs of the Spanish Sign Language. 3 groups of 10 students each.

- **C & C 0011:** We have closed the agenda of the first semester of the year with the visits of: Father Angel of Messengers of Peace, Dani Stix of CD ILUNION, Carmen Laborda of FEDER, Esther Requena of FOAPS, Claudio Serrano, Mabel Lozano, Volunteers of the Saharais Camps, Cooperativa Altavoz and on the Social Services of the ONCE. In total more than 200 people have participated.

- **Studies Coordination:** a Technical Studies Commission has been established: a team, which in addition to the members of this initiative will be formed by the technicians of the other areas with greater involvement in the preparation of studies designated by their managers: Directorate of Accessibility Universal; Dept. of Social Relations and Strategy; Employment, Training and Agreements; Dept. of European Programs; Commissioner for University, Youth and Special Projects; CSR management and

institutional relations; FSC - Inserta; Ilunion Studios. The team will be coordinated by the members of this initiative. It will meet every 3 months. Management support: It will be written from the Directorate and General Secretariat so that the directors support this initiative and know the benefits, as well as for the technicians who will be part of this team to point out. Training: Training in the application management to the Technical Commission of Studies. Reference Manual: Monographic Consultation Elaboration that will be disseminated to the staff. Improvement Plan: Constant improvement plan: In 6 months - 1 year, and depending on the results, the investment and the development of a higher quality program will be valued. Live and accessible tool.

- **Open Days:** Open days of institutions of the ONCE and its Foundation. We have already held two visits to the ONCE Foundation of the Guide Dog 2 groups with more than 105 attendees (waiting for a third with 25 people registered); a meeting with the CD ILUNION and the School of Wheelchair Basketball of the CD ILUNION (with more than 120 people participating), and a visit to the ONCE Foundation Biennial

- **Diversity FONCE Show Room:** First Fair of the ONCE Foundation Projects. Week from September 12 to 16 in the Cambio de Sentido Room, in the Fundación ONCE building. There have been a total of 12 panels with exhibitions of 45 minutes each. 9 booths of the different departments and areas of the three entities have been installed, videos, photographs, exhibitions and demonstrations of projects, products and services have been made. More than 200 attendees at the talks. A successful call and impact among all our workers.

- **Who is Who ?:** We have created the first interactive directory of all the workers who work at the headquarters of Calle Sebastián Herrera in Madrid. In him we know and know in greater detail who is who, what work he performs, and a little more of each one of us. More than 120 files of the workers of Fundación ONCE, ILUNION Capital Humano and Inserta Madrid that make up an active, lively and very attractive web directory by and for all.

In the Work Plan for 2017, we keep the above-mentioned activities and we will schedule a new one that will be evaluated in the first months of the year:

- **C & C, 0011:** On the agenda for the next months of the year we will have representatives from FEDACE (Brain Damage), Fundación Bertín Osborne and about the Game at ONCE. We are also in talks to be accompanied by representatives of the Observatory of Equality of the ONCE and its Foundation, the ONCE and its History; Isabel Gemio Foundation, Doctors of the World; Sandra Ybarra Foundation, Fundación Secretariado Gitano and Fundación Theodora. In line with the comments made at the last meeting, a proposal for participation in the C & Cs is planned with representatives of the Public Administration and political parties.

- **Open Day:** We will begin to organize a visit to the ONCE Tiflologic Museum on a Saturday afternoon and that is focused on children. It is proposed as other possible Open Days the visit to the Coupon Printing, to the CIDAT, or an activity with the storytelling (that could be developed in the assembly hall) related to the project of Stories for All. It also proposes a visit to the Ilunion Safety Center, Brunete's high-performance center, or even the delivery of a driving course.

- **TED's:** several editions of a TED on social networks and brand ambassadors are planned. Several editions on cognitive accessibility and easy reading will also be organized. An edition of a TED on Mindfulness will be convened in 6 sessions as a "pilot" among the members of the Knowledge Management group. The Director of Universal Accessibility, Jesús Hernández, will give a TED on Resilience, and with Montse Balas, Director of Marketing and Communication, INSERTA will offer a TED on neurolinguistic programming.

- **Who is Who:** thinking of new "modules" to incorporate into the Community of neighbors: a garage (project laboratory), a sports center (the Wheelchair Basketball team) ... etc. And other features such as booking rooms.

- **Diversity FONCE Showroom:** open the deadline to start thinking about new ideas for this year's edition of the Showroom and new initiatives that can be carried out within the framework of the Knowledge Management Project, apart from those already underway .