Communities of Practice Visual Board 6 | Community management
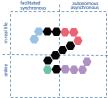
Community management

A community cannot function without a community manager, just like a wheel hardly rolls without oil. We have identified three main roles that a community manager needs to take on: (1) the organiser, (2) the convener and catalyst and (3) the synthesiser, knowledge manager or broker. The community manager's tasks also focus on facilitation and strategies to combine and integrate 'in real-life', online, synchronous and asynchronous interactions. Although in all other areas of the Communities of Practice Success Wheel, leaders, the core group and/or members play an important role, there are three areas that mainly belong to the domain of the community manager: community management, user experience and measurement.

Community management tasks are strongly linked to all other community operation areas, in particular to governance, leadership, collaboration and cooperation, and convening.

Make sure that the community management mandate reflects the community's operational model needs and that the facilitation practices are aligned with the convening and collaboration/cooperation needs.

1 What is the community manager's mandate and is it officially recognised?

🔗 *Please see leadership and governance visual boards*

3 Navigate through the following virtuous square framework to design your community facilitation activities

facilitated synchronous / autonomous asynchronous

in real life / online

Facilitation

1. Define activities related to the tasks following this framework
2. Where do you place your activities in these four areas?
3. How do you combine your 'in real-life' and online activities?

5 What does success look like for your community?

🔗 *Please see the measurement visual board*

CM CORE TEAM

2 Capture all community management tasks from the convening visual board

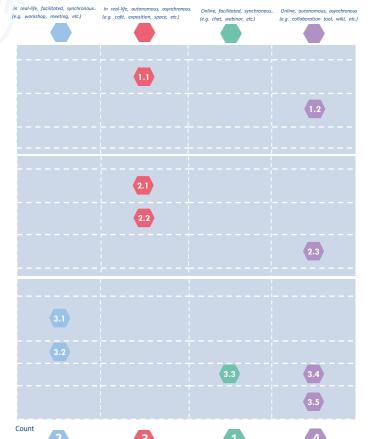|	In real-life, facilitated, synchronous.. (e.g. workshop, meeting, etc.)	In real-life, autonomous, asynchronous.. (e.g. café, exposition, space, etc.)	Online, facilitated, synchronous.. (e.g. chat, webinar, etc.)	Online, autonomous, asynchronous (e.g. collaboration tool, wiki, etc.)
Synthesiser Conversation between the sharers and the learners/attendees with light facilitation and scribe to distil the insights		1.1		
Post-CoP communicate via the publicity write-ups, distilled insights and any updates on new collaborative development (adoption, scaling)				1.2
Catalyst Informal sharing by invited sharers (contributors) on their projects know-how and implementation challenges		2.1		
Advices/inputs from the partners (i.e CHIEF, ITO, Finance, ALPs) and the learners/attendee		2.2		
Connect via online channels (e.g. WhatsApps) for the main thematic CoPs and for any new CoPs resulting from the sharing session (dedicated)				2.3
Organiser Seek guidance from the leaders, influencers, drivers (Theme) on the organization of the CoP engagement and any potential boundaries-spanning opportunities or external expertise to bring into the CoP	3.1			
Connect and curate suitable projects and contributor for sharing based on the theme	3.2			
Onboarding of Sharers (Contributors) and Learners/Attendees			3.3	3.4
Communicate to learner/attendee on the CoP house rules and the CoP proper for the session they are invited to				3.5
Count	2	3	1	4

4 Assign a number to each activity and create your engagement roadmap by defining all of the necessary elements per activity.

Channel	Audience involved	Type of content	When	Who
1.1				
1.2				
2.1				
2.2				
2.3				
3.1				
3.2				
3.3				
3.4				
3.5				

🔗 *Please see the governance (for stakeholder mapping, user experience personas and convening visual boards)*