Digital engagement methodologies

International Committee of the Red Cross

Ernesto Izquierdo
@socialnetweaver

International Committee of the Red Cross: Humanity in action

Community management framework

Community

- Face to Face
- Email
- Conference call
- Jive Communities
- Team Spaces & Wikis
- Intranet
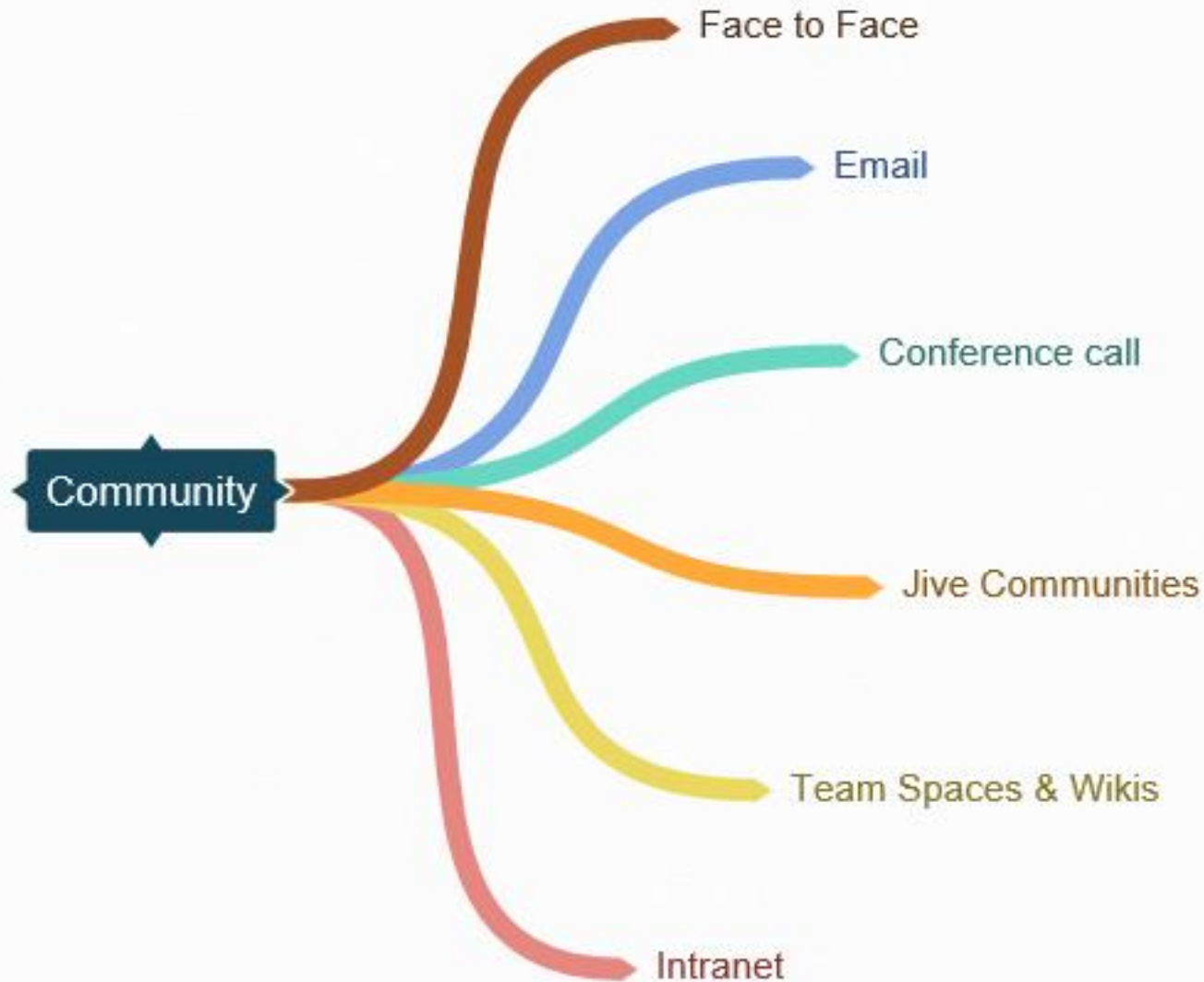
➤ Unit/Project/Team Objectives

Tools for effective Community Management

Email	Jive Communities	Skype	Team Spaces	RedPulse - Intranet
Share links Schedule meetings For action	Discussions Dynamic Questions & Answers FYI Digital brainstorming	Webinars Conference calls	Work in progress Document collaboration Document Storage/Records Wikis: Instructions and FAQs	All ICRC Official News

WHAT WORKS TODAY ?

Reminder : we are still integrating (learning curve)

Ask the ICRC
ICRC | Ask the ICRC
Powered by Starmind

Jive Communities

Ask quick questions

Smart Q&A forum

Discuss, ask for feedback, advance on projects in inclusive ways…

After 3 months

It works.

Our community is reactive & engaged

ICRC | Ask the ICRC
Powered by Starmind

Dashboard

1137 Activated users

99%
Solved questions
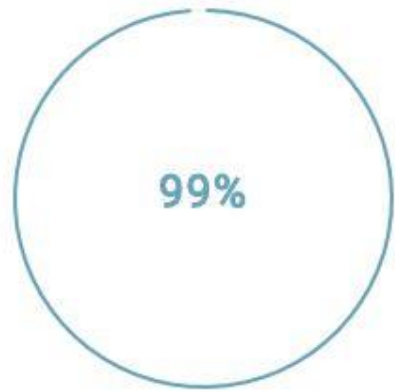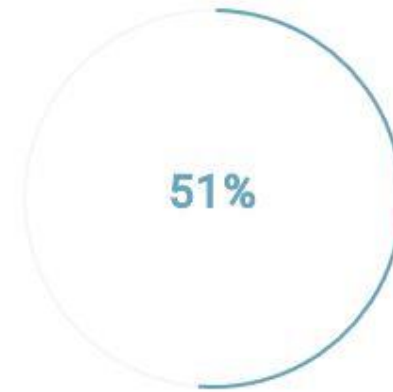
51%
Time to answer
(2h or less)

4.6 ★★★★
Average ratings

238
Questions

392
Answers

443
Ratings

14765
Question views

758
Search queries

109
Recommendations

How can I edit my signature in Lotus Notes?

I'd like to edit my signature in Lotus Notes, how can I do it?
A screenshot would help ;)

a month ago

Tags: Lotus Notes · Signature

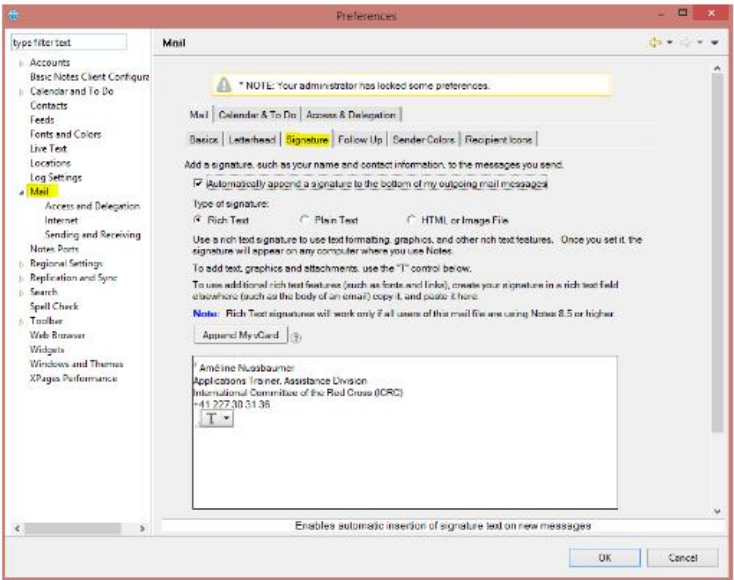+ ANSWER   RECOMMEND EXPERT   COMMENT

★★★★★ 5.0 (5)

AP Ameline   · OP_ASSIST_CHF · GENEVA · France
Updated a month ago

Hello,
Go to File > Preferences to open the following pop up window. Click on Mail, and there should be a Signature tab, where you can edit your Signature.
Hope it helps!

★ RATE   COMMENTS (2)

Question author · a month ago
Un graaaaaaaaaaaand merci!

SD **Service Desk** · a month ago   1 ♥
Thanks for your answer Ameline, your screenshot has been added to the Knowledge Base article (KB) 1208 (your name blurred out).

Enter your comment here, use @ to mention others...

This comment is anonymous. All your comments on your question are anonymous, except the ones to your own answers.

CANCEL   SUBMIT

★★★★★ 5.0 (1)

SD **Service Desk**
a month ago

Hello,

You can find the answer to your question is the following ICT Knowledge Base article:
1208 - Notes Client: How to Add a Signature to Your E-Mails

Best,

Search...

All questions

How can I get online training on Arabic Language ?
6 hours ago   36 views   1 comment   1 answer

Is there a possibility to track the number of visits of a wiki site?
7 hours ago   71 views   2 comments   2 answers

Personalize la page Wiki délégation?
9 hours ago   19 views   0 comments   1 answer

Languages to use when answering questions in "Ask the ICRC"?
a day ago   81 views   2 comments   2 answers

open location from a pdf link in teamspace?
a day ago   51 views   1 comment   2 answers

Where can I find lists of ICRC Acronyms? Thanks!
2 days ago   81 views   1 comment   2 answers

Looking for glossary of detention terms in Arabic?
3 days ago   109 views   4 comments   2 answers

"Save as" directly on SharePoint?
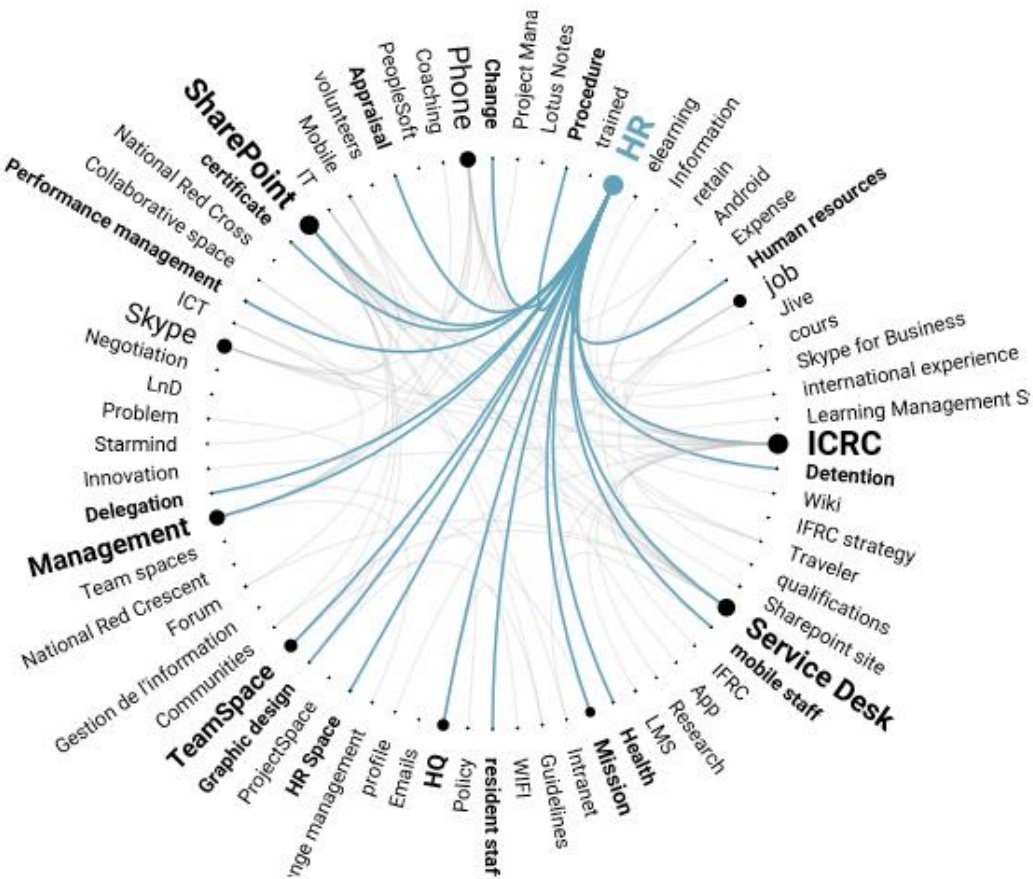5 days ago   75 views   0 comments   1 answer

Postes régionaux?
5 days ago   45 views   2 comments   2 answers

Know-how wheel

SharePoint
certificate
volunteers
IT
Mobile
PeopleSoft
Coaching
Phone
Change
Project Mana
Lotus Notes
Procedure
trained
HR
elearning
Information
retain
Android
Expense
Human resources
job
Jive
cours
Skype for Business
international experience
Learning Management S
ICRC
Detention
Wiki
IFRC strategy
Traveler
qualifications
Sharepoint site
Service Desk
mobile staff
IFRC
App
Research
LMS
Intranet
Guidelines
WIFI
Health
Mission
Policy
resident staf
QH
Emails
profile
nge management
HR Space
ProjectSpace
Graphic design
TeamSpace
Communities
Gestion de l'information
Forum
National Red Crescent
Team spaces
Management
Delegation
Innovation
Starmind
Problem
LnD
Negotiation
Skype
ICT
Performance management
Collaborative space
National Red Cross
Appraisal
National Red Cross

Know-how map

Brainstorming
Communities
Languages
Exposure mission
Intranet
HQ
Starmind
Competencies
Phone
ICRC
Starmind App
Jive
Service Desk
App
Competencies management

ICRC | Communities

RED!

Innovators community ▾

Following in ✦ 1 stream   Leave group

Overview   **Activity**   Content   People   Projects   Reports   Calendar   Actions ▾   About   Share

1) Present yourself
Post a small description and tell us why you are interested in innovation

2) Share knowledge
Post an interesting article you read about innovation – don't forget to mention why it is of interest and ask others what they think on the topic!

3) Help & get help
Post or reply to questions on the group or reach out to Elsa to organize a dedicated call and brainstorm with others!

HELPFUL LINKS

Top 5 things to know about ICRC innovation

Community presentation

Pipeline of funded initiatives

Submission Form

CATEGORIES

📁 Knowledge sharing

📁 Innovation @ICRC

📁 External inspiration

📁 Building our community

💬 Discussion   📤 Files   📄 Note   📊 Poll   ▶️ Video   📅 Event   💡 Idea

Recent Activity

Makram .   . Innovators community
5 months ago Show more

❓ **Tracking RCMs**

Has any of you thought of how to possibly track RCMs without creating enormous additional workload? The objective is to be able to tell when an RCM is distributed and tracked along its journey in ICRC and the NS offices. Many years ago, we thought of numbering the RCMs. It was certainly a good idea but that meant a lot of additional workload in...

Like (0) · Reply · Share

29 replies   Show more activity

Christophe Bourdon (to Makram Soua) 1 week ago Show more
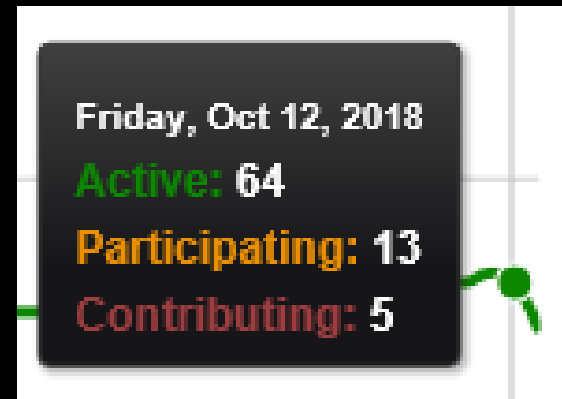
I would agree on the overall logic as developing partnerships can actually help us achieving greater results in a small period of time in theory. If we look at the current practice, however, we tend to be relatively slow to make a proper assessment and to develop a partnership. We need to have the means to achieve on our ambitions, which imply to...

Like (1) · Helpful · Comment

TOP PARTICIPANTS

Elsa
INNOVATION OFFICER
DIR_GEN

Makram
DEPUTY HEAD OF DELEGATION
Prot

Vincent
ICT Innovation Officer
DTD_DIR

Ahmad
Head of mission 2
Port-Moresby

Sushil
Innovation Programme Officer

Julia
ASSOCIATE

Red Innovators

Improving Red Cross Messages without creating additional workload
29 replies from 5 delegations + HQ

Initial request from Rwanda:

Makram .   in Innovators community
5 months ago Show more

❓ Tracking RCMs

Has any of you thought of how to possibly track RCMs without creating enormous additional workload? The objective is to be able to tell when an RCM is distributed and tracked along its journey in ICRC and the NS offices. Many years ago, we thought of numbering the RCMs. It was certainly a good idea but that meant a lot of additional workload in...

Like (0) · Reply · Share

29 replies Show more activity

Christophe   (to Makram Soua) 1 week ago Show more

I would agree on the overall logic as developing partnerships can actually help us achieving greater results in a small period of time in theory. If we look at the current practice, however, we tend to be relatively slow to make a proper assessment and to develop a partnership. We need to have the means to achieve on our ambitions, which imply to...

Like (1) · Helpful · Comment

Prison Systems Advisers

15 colleagues working in 14 countries in the field

Exchanging knowledge, events, tools

Friday, Oct 12, 2018
Active: 64
Participating: 13
Contributing: 5

Discussion   Files   Note   Poll   Video   Event

Recent Activity

Sara ⸻ ⸻ in Prison Systems Advisers
1 week ago Show more

ICPA Debrief Meeting

Dear All,   Looking forward to seeing you soon at the ICPA conference in Montréal. You will remember from an earlier discussion that we are going for our debrief meeting at the close of play Thursday 25th October. We will try and make it focused and to the point and what might help is to agree the agenda in advance!   My starter for ten in...

Like (1) · Reply · Share

2 replies Show more activity

Mary Angela Murphy (to Shane Clive Bryans) 1 day ago Show more

One small practical point regarding the ICRC Management Development Course. It would be useful for me to know who, if anyone, has asked for the ICPR Handbook in another language, and what the status of their request is. Have a lovely time in Canada. M

Like (0) · Helpful · Comment

Shane ⸻ ⸻ in Prison Systems Advisers
2 weeks ago Show more

Decarceration Strategies - How 5 States Achieved Substantial Prison Population Reductions

An interesting report from The Sentencing Project which examines the experience of five American states that have achieved prison population reductions of between 14-25%, with no adverse effects on public safety. The five states highlighted in this report are geographically and politically diverse and have all enacted a range of shifts in...

Like (2) · Reply · Share

Vincent ⸻ in Prison Systems Advisers
2 weeks ago Show more

Prison System Advisor Time Reporting calculation sheet

Dear colleagues All rights reserved to Shane ;-) who designed it, I have posted on the right and side of your community page a link to an Excel spread sheet to facilitate the calculation of your time reporting It is quite a nice and simple document but it gives a good visibility of the actual time equivalent when discussing TR. It is hoped and...

Like (0) · Reply · Share

1 reply Show more activity

Maria ' ⸻ (to Vincent Ballon) 2 weeks ago Show more

Dear Vicent and Shane, thank you very much. This tool is really very useful. See you soon, Maria

Finance and Administration + Logistics

ICRC Resources Integrated Solutions project

Rolling out a new tool for our Logistics + Finance teams:

3000+ people impacted

ICRC | *Communities*

IRIS
Finance-Accounting module
in ICRC Resources Integrated Solutions ⌄

Follow ↷

Edit page   Delete

IRIS Accounting page   IRIS in the future   Activity   Content   People   Subspaces   Reports   Actions ⌄   About   Share   Manage ⌄

📢 **ANNOUNCEMENT:** IRIS Finance module: 32 delegations went live from July to September... Show Details

---

CATEGORIES ⚙

📁 Accounts Payable
📁 General Ledger Accounting
📁 Field Financial Analysis
📁 Financial Data Management
📁 Inventory Accounting

ANSWERED QUESTIONS ⚙

✅ How to generate Cash Statement in IRIS?
   Hanane Seghir 2 days ago

✅ How to disable pop up PDF document after posting the batch?
   Hanane Seghir 2 days ago

✅ We need to book a transaction using an Employee ID but it is not active in IRIS, what should we do?
   Hanane Seghir 2 days ago

✅ Salary file import successful but cannot proceed? What is the solution?
   Hanane Seghir 2 days ago

✅ Can I print the voucher before posting the batch?
   Hanane Seghir 2 days ago

All answered questions

UNANSWERED QUESTIONS ⚙

There are no unanswered questions.

IRIS: Go live October 2018.

‹   ›

4/5

They went live in October 2018.

Sites that have gone live in October 2018:

01. Kota Kinabalu
02. Kuala Lumpur
03. Uvira.

DEVELOPMENT: we are currently in Build Phase of A/P Module release.

ASK A QUESTION IN FINANCE-ACCOUNTING MODULE

Ask a question

IRIS USERS FEEDBACKS.

▶

JUBA - ACCOUNTANT
JUSTIN SUWANGIN   IRIS

STATUS: EXCELLENT ⚙

You guys are CRUSHING it! Way to go team!

FEATURED CONTENT

▶ IRIS users feedbacks.
🖼 IRIS in a nutshell...
All content

HELPFUL LINKS ⚙

IRIS Newsletter

IRIS Support Documentation

IRIS IN BRIEF ⚙

▾ IRIS in brief

   🖼 IRIS in a nutshell...

TOP PARTICIPANTS

👤 Hanane Seghir
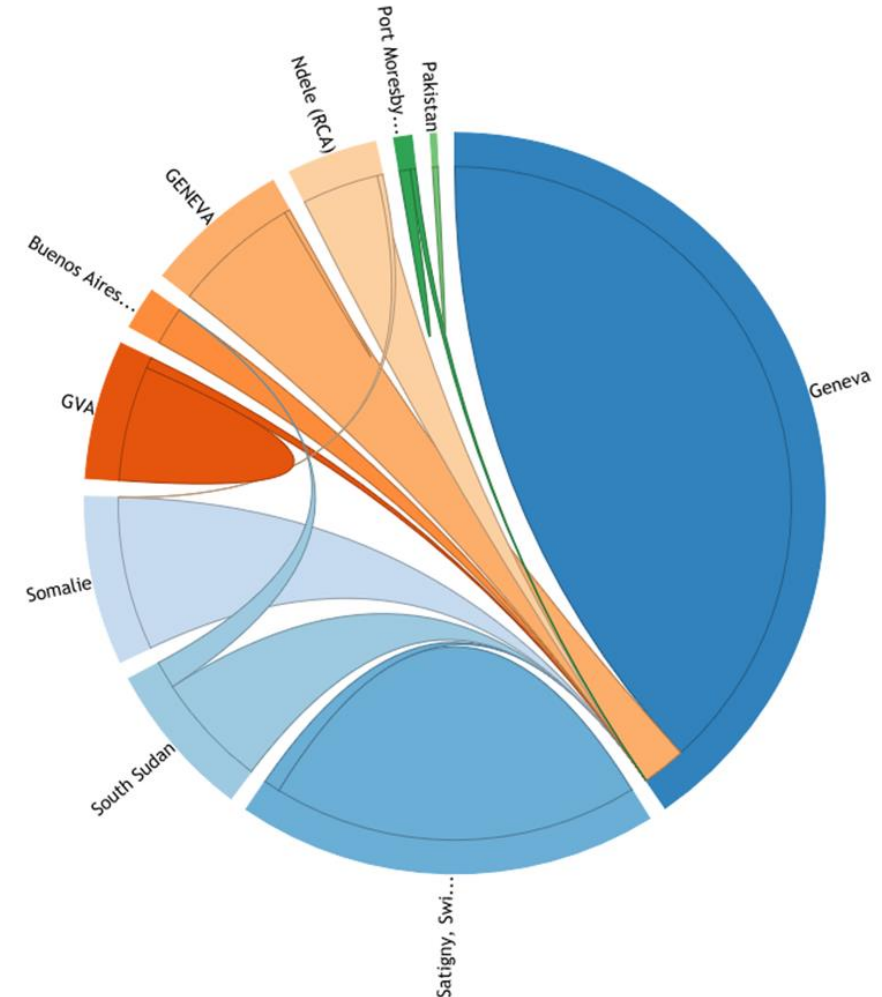   Employee
   FAD_CHF

All people

30+ active communities today

Which need to be supported and monitored to reach the expected level of maturity

✓ **People on Jive: 1,889**
  - 1,877 standard users
  - 12 external contributors
  - Active: 673
  - Participating: 245
  - Contributing: 75

✓ User to user interactions:

  see the graph

Digital sprints

Why?

- ~~I have 24 years of field experience~~

- Each participant speaks at the same level
- People from the field can brainstorm together
- Fast way to collect and build on inputs

= **Collective intelligence at work**

Digital sprints

Harness the collective intelligence of your colleagues

5 min   10-20 **participants answer a question on Jive at the same time**

3 min   **Read what others what written, reply, like**

5-10min   **Oral feedback from the manager, next steps & wrap up**

Ready to live a Digital Sprint?

Log in to:
Swiss Social Collaboration Summit facebook group

And reply to the following question:
Title: What are the best digital engagement methodologies you have implemented or heard of?

Description: Have you tried these at your company? What where the key success elements?
Working Out Loud circles, Getting things done, Lean in circles... others...

Questions?