

Examples of effective Knowledge Management practice in the social enterprise sector

THE USE OF PUBLICATIONS: Social Enterprise East of England



[Social Enterprise East of England \(SEEE\)](#) produce [InTouch](#), a quarterly magazine of news, events, updates, practical expert advice, support on key themes and inspirational pieces.

It is a key communication tool for the regional support body and enables them to connect with and inspire the social enterprise movement in the East of England: raising awareness; encouraging the sharing of learning from experience and practice; and providing expert advice and business support.

The magazine is a key resource for both social enterprises and umbrella bodies in the East of England and is a great example of how effective information sharing can strengthen the social enterprise sector.

For more information contact [Laurie Nichol](#) (Communications Officer, Social Enterprise East of England).

VISITING PEERS: facilitated by the Plunkett Foundation's Making Local Food Work Initiative



As part of their [Making Local Food Work](#) initiative, a support programme for community owned food enterprises, the [Plunkett Foundation](#) arrange and facilitate [Skillshare Study Visits](#). These visits involve community enterprises - such as village stores, food distribution services and farmers' markets - visiting likeminded organisations to share knowledge and to learn from each others' experiences and expertise.

This innovative support service is highly valuable and is a great example of effective Knowledge Management. It enables organisations to meet, share expertise and support each other on a very practical level – helping their organisations to develop and thrive.

For more information on the Skillshare Study Visits contact [James Alcock](#), Plunkett Foundation.

THE USE OF AFTER-ACTION REVIEWS: Social Enterprise Coalition



After-action Reviews (AARs) are facilitated conversations aimed at reflecting on what we learn from particular pieces of work. They enable us to learn from successes and avoid repeating mistakes. They are used by SEC, in areas such as events, to review performance and use the learning to improve future activities.

After events have taken place, staff convene to review activities based on original aims and objectives. Strengths and weaknesses are addressed and the learning feeds directly into the design of future events; ensuring that SEC's aims are achieved and that future events provide the best experience for delegates.

For more information contact [Craig Carey](#), Social Enterprise Coalition