



**MECHANISM FOR THE  
IDENTIFICATION, REGISTRATION  
AND EXCHANGE OF BEST PRACTICES**

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## 1. INTRODUCTION

Opening spaces for the management and exchange of best practices among the different levels of the region is one of the objectives of the Regional Plan 2018-2021, this implies that all those who are part of the region, National Scout Organisations, Regional Office and Interamerican Scout Committee gets in involved in a process that results in a repository of good practices in the region.

One of the actions we propose for the achievement of this objective is to consolidate the best practices of the Region so that they are available to all and can serve as a reference for the implementation of the processes faster and more efficient. Knowing what other NSOs or areas have done and have worked for them, the lessons learned and the tools created allow those exploring options for their processes to find innovative ways to do so.

This document presents a mechanism for the identification, registration and exchange of practices that yield positive results in the NSOs and in the region with a simple and easy-to-access methodology for all persons who require it.

## 2. TERMS AND CONCEPTS

### 1.Data, information, knowledge and learning management:

Managing knowledge means identifying, generating, disseminating, transferring, archiving, making available, analyzing; using data, information, key knowledge

to achieve strategic objectives and improve actions. It includes, for example, facilitating processes of exchange, learning, documentation, network management, connecting information to communication processes and using technology for these purposes.

There is always an internal and an external dimension; a face-to-face and virtual dimension; a political and a technical perspective.

### 2. Management model, leadership style:

Methodologies for the organization, exchange, learning and improvement only works within an institutional culture that guides and supports the processes that are being carried out. Leadership is required to build trust and guidance (to share knowledge, information and learning). The "best practice methodology" is a process within this broader framework.

### 3. Best Practice:

Those experiences at local, national or regional level, internal and external, with stakeholders and processes that lead to relevant results of impact in the National Scout Organisations and that are replicable. It is successful experience, which has been tested and validated, in a broad sense, which has been systematically repeated and which deserves to be shared in order to be adopted by as many people as possible. Best practices are characterized by being innovative, effective, sustainable, replicable and applicable to the entire institution.

**a. Experiences, best practices, methodologies and tools - the broader context:**

Experience is what a person or an institution (its collaborators) has done in practice. A human being most of the time learns from its own experience. A best practice is an action that has shown positive results in a specific context. It should be noted that it is not possible to “transfer an experience” and repeat it in exactly the same way in another context. The experience is linked to specific actors, cultures, policies and strategies, territories and historical contexts. But it is possible to systematize a practice and the factors that led to success (policies, strategies, models) and specific methodologies/tools used. Thus other actors can get inspired, learn and apply it in other contexts at the political and technical levels.

The format for documenting a best practice (Annex 1) collects information on a specific positive experience. The material that the authors deliver together with the format (item 13) is extremely important because it helps others to “repeat” the practice more easily.

**b. The evidence - how do we measure whether a practice has really been "good"?**

A Best practice should be evidenced by its best results and returns. It should be noted that it is not always so easy to show these results immediately. It may be because the practice is recent or there is no measurement focused

on this practice. It is also often the case that there is no time, human and financial resources to evaluate a practice in depth. So what do we do? In costly systematization and transfer processes it is worth investing time in a deeper evaluation of results and feasibility of replicating in other contexts, before starting an extensive transfer project based on a practice on which those involved say it was successful and easy to replicate.

But in the case of the proposed mechanism, the important thing is to identify the action that forms the best practice, with all its elements, to make a simple record that allows us to effectively reach the exchange and learning between the different levels of the organization.

### 3. ACTORS PARTICIPATING IN THE MECHANISM AND ITS ROLES.

Actor	Role
WSB - ISC	<ul style="list-style-type: none"> <li>Propose, promote, socialize the mechanism for the management of best practices and motivate participation and exchange by following up on their collection.</li> <li>To be part of the regional Best Practice Evaluation Committee.</li> <li>Lead the process of identification, registration and exchange of best practices, conducting inter-institutional coordination to have the means to implement the mechanism.</li> <li>Keep active and update the mechanism, the methodology of compilation of the practices and the repository.</li> </ul>
National Scout Organisations	<ul style="list-style-type: none"> <li>Actively participate in the best practice management mechanism to share their experiences.</li> <li>Use shared best practices as a benchmark for improving their processes.</li> </ul>
Interamerican Scout Committee	<ul style="list-style-type: none"> <li>Motivate the NSOs participation in the best practice management mechanism.</li> <li>Identify, register and share best practices within the functioning of the committee.</li> </ul>

### 4. METHODOLOGY

The proposed methodology consists of 3 steps:



## Step 1: Identification of Best Practices

- **Review the criteria**

Understanding the concept of best practices outlined above and making it clear that they are not permanent, but that they must be constantly reviewed and updated as part of the process of continuous improvement of an area or an organization, in short, the characteristics we seek in best practices to be shared among the levels of the region are:

- That generate impact
- That are useful
- That have been implemented
- That are easy to replicate

In order to identify a best practice, the following criteria should be taken into account to establish whether the action or experience can be considered for the process:

### 1. Scope and coverage:

The practice contributes to the solution of a relevant "problem" or "need" in the region or in an NSO; or it responds to one of the priorities defined at the national or regional level.

### 2. Effectiveness and efficiency:

Effectiveness in the implementation of the initiative: the objective has been achieved and the expected results were achieved in the scheduled time.

Efficiency: the objective and defined results have been achieved, optimizing the available financial, material, technical and human resources.

### 3. Replicable, adaptable and ready to exchange:

The practice has achieved innovation in processes, programs, events or services at the regional, national or sub-national level. Direct beneficiaries claim to have made a positive change from its implementation. A "best practice" must have potential for repetition and must therefore be adaptable to similar objectives in various situations or contexts.

The initiative is ready and available to be registered (documentation, methodology and application tools are available) and replicated.

Existence and disposition from whom can transfer. There are resources and mechanisms available for the transfer. It is relevant in the context in which it is intended to be replicated, in the time to do so and with the beneficiaries interested in receiving it.

### 4. Sustainable over time:

The practice has been institutionalized and capacities has being developed at the participating levels. The initiative is financially sustainable.

### 5. Sense of belonging:

There is sense of property and satisfaction from the actors that were benefited from the intervention.

### 6. Diversity of actors:

The practice promotes the Coordination of a set of actors internal or external to the organization.

### 7. It is the result of a participatory process:

The practice has generated a sense of belonging to the decisions and actions at the level in which it was carried out.

To facilitate the identification process, the following checklist will enable compliance with the criteria. It is suggested that at least 3 of the 4 criteria be validated.

Checklist of best practice criteria			
BEST PRACTICE CRITERIA	YES	NO	COMMENTS
<ul style="list-style-type: none"> <li>Scope and coverage: The initiative contributes to the solution of a relevant "problem" or "need" in the region or in an NSO; or responds to one of the priorities defined at the national or regional level.</li> </ul>			
<ul style="list-style-type: none"> <li>Effectiveness and efficiency: Effectiveness in the implementation of the initiative: the objective has been achieved and the expected results were achieved in the scheduled time. Efficiency: the objective and defined results have been achieved, optimizing the available financial, material, technical and human resources.</li> </ul>			
<ul style="list-style-type: none"> <li>Replicable, adaptable and ready to exchange: The practice has achieved innovation in processes, programs, events or services at the regional, national or sub-national level. Direct beneficiaries claim to have made a positive change from its implementation. The initiative is ready and available for registration: Existence and disposition of the transferor There are available resources and mechanisms to transfer it Relevance (context, time, beneficiaries)</li> </ul>			
<ul style="list-style-type: none"> <li>Sustainable over time: The initiative has been institutionalized and capacities have been achieved at the participating levels. There is sense of belonging by actors benefiting from the intervention. The initiative is financially sustainable. The initiative promotes the Coordination of a set of actors.</li> </ul>			

- **Use lessons learned**

Another timely time to identify good practices is during evaluation processes. Evaluations are opportunities to identify lessons learned.

In order to consider that a lesson has been learned, it is essential that the respective action of change after it occurs. We can only talk about learning when we are able to act differently from the previous one in order to obtain a different result. So it will not be enough to learn, to carry out analysis, reflection, draw conclusions, write reports or establish standards. We must take action and change the way we act so that we can say that we have learned from a lesson. These lessons learned can then be systematized into a best practice.

In order to identify possible lessons from which we can learn, we must focus on analysing:

- Mistakes we've made.
- Various risks to which the project has been exposed.
- Those decisions that worked best.
- Processes and techniques that contributed more effectiveness and efficiency.

When discussing and analysing the lessons learned from the project it is advisable:

- Be positive by pursuing continuous improvement.
- Do not blame anyone for failures, do not focus on mistakes but on solutions.

- Focus on successes, as well as failures.
- Indicate which strategies contributed to success.
- Indicate which improvement strategies would have the best impact.

- **Moving from Lessons Learned to best practices**

Lessons learned will allow us:

- Identify success factors such as effectiveness, efficiency and sustainability.
- Identify gaps in policies, strategies, programmes, projects, processes, methods and techniques.
- Identify and solve problems through new methodologies for action.
- Improve future decision - making.
- Define models for other interventions.

Documenting a lesson learned is a first step towards identifying and validating a best practice. While lessons learned can originate from one or more projects or initiatives, **best practices arise from knowledge and lessons accumulated in multiple practices**, in order to give rise to standards.

Good practices can be defined as effective and efficient solutions to solve a problem. These practices have been more than validated through extensive use and positive outcomes in diverse contexts, which are confirmed by countless evaluations of their results.

## Step 2: Registering the best practice

- **Recording lessons learned as a first step**

The development of a formal best practice document is completed during the project / activity closure process and the recording of lessons learned must occur throughout the project life cycle. It must be during because that way ensures a correct record of them without the loss of key information over time. It should also be at the end of the project because it is time to carry out a comprehensive review of all lessons and to draw valuable conclusions about the planning, results achieved and performance of the team throughout the project.

It should be noted that lessons learned and good practices from old projects must and can be used throughout the life cycle of the new project, both at the beginning, during the implementation, and at the end of the project itself.

In summary, lessons learned should:

1. Allow to be registered at any time and not only when the projects are completed.
2. Consider any type of activity undertaken by the organization.
3. Provide complete information on the processes, methods, techniques or tools that are affected and the economic impact of the changes made.

4. Facilitate the transfer of what has been learned from the knowledge to other areas of competence, or levels of the organisation.
5. Promote recognition of improvement efforts for all members of the organisation.

- **Registering the best practice**

Once the project is completed and the lessons learned are listed and analysed, they are consolidated into conclusions to be recorded as a set in a best practice.

This registration should be as concise and clear as possible, allowing the reader to identify the process of experience, the main elements, the actions taken and the results obtained. All annexed elements relevant for the the replication of a best practice at other levels or by other actors should accompany the register.

The format presented in Annex 1 contains the elements necessary to properly and comprehensively register a best practice in order to make it easily applicable at other levels or by other actors. To facilitate the registration and collection of best practices in the Interamerican region, the same format will be used online: <https://bit.ly/2Uxe840>

### **Step 3: Exchange and Promotion of Best Practices**

The last step is that of exchange, which corresponds to the process of publication of a best practice collected through the registration. A "regional evaluation committee" of best practices will be responsible for reviewing, validating and publishing best practices related to one of the strategic priorities.

The validation process contains a review of compliance with the criteria for a best practice, a review of the information recorded in the format and related annexes or materials. If it deems it necessary, the committee may contact whom made the registration of the practice to confirm, expand or complete the information before it is published.

The publication and making available of good practices for consultation and download from the good practices will be made through the official website of WOSM, scout.org.

All the best practices published may be of use as a reference for all of the NSOs of the Region, the Regional Office and/or the Regional Committee.

## ANNEX 1

### FORMAT OF BEST PRACTICES IN THE INTERAMERICAN SCOUT REGION

"A best practice is a technique, procedure or methodology that has been validated through experience and has reliably proven to lead to a desired result."

Online version: <https://bit.ly/2Uxe840>

If you decide to go with the printable or editable version feel free to send your best practice to: [interameric@scout.org](mailto:interameric@scout.org). Don't forget to attach any information you find useful.

BEST PRACTICES FORM	
<b>National Scout Organisation</b>	Name of the NSO that is presenting the Best Practice
<b>Best Practice Title</b>	Best Practice Name, it should express the main topic that is being addressed
<b>Work area to which corresponds:</b>	Adults in Scouting, Youth Programme, Communications, Governance, Events, etc.
<b>Purpose:</b>	Explain what is meant to be achieved by the proposition of the best practice. Outline the main objective for this best practice, it can be expressed in objective format.
<b>Overview:</b>	Summarize in a few brief lines what the best practice or tool is all about. It should be written with specific terms, preferably describing the actions to be carried out step by step, so that it can be replicated achieving its purpose and leading to the desired result. (max. 500 words)
<b>Who applies the best practice or tool? To whom is it addressed?</b>	Describe the key stakeholder their roles and responsibilities of the best practice
<b>Advantages of including this best practice:</b>	

<p><b>Advantages of achieving this best practice:</b></p> <p>What benefits did the stakeholders gain from the best practice or tool? Start by setting out the results/benefits that were achieved in implementing the best practice. Then, explain the new opportunities opened by the implementation of the best practice, based these in: sustainability in time, increasing the quality of a processes, compliance of principles of a policy, improvement of adults, performance, efficiency, effectiveness etc.</p>
<p><b>Disadvantages of not complying with this best practice:</b></p> <p>Raise and explain possible adverse situations or threats that may occur if the best practice is not implemented.</p>
<p><b>What recommendations do you have for other NSOs or working teams that would like to apply this best practice or tool?</b></p> <p>Describe the observations or recommendations of aspects that should be taken into account when replicating this best practice.</p>
<p><b>Elaboration Date:</b></p> <p>Implementation and registration date of the Best practice. Format: Day-Month-Year (xx-xx-xxxx).</p>
<p><b>Prepared by:</b></p> <p>Name of those who developed or documented the best practice. Format: surname, first name (s).</p>
<p><b>Definition:</b></p> <p>Terms needed to understand the best practice. You may include equivalent terms to broaden the understanding of what has been raised. (optional)</p>

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