

Proposal

Development Coordination Council (DCC) Tajikistan – “5 Smart Rules of DCC Communication”

Background

The DCC in Tajikistan is growing in size and scope. More members join(ed) the DCC, clusters and working groups are established, more activities, meetings, conferences and other coordination activities are taking place (DCC general meetings, cluster and working group meetings, meetings with GoT, Development Fora, Investment Council meetings, conferences,...). This is a positive development, as it is also a sign of very active development partner coordination – but it also leads to increased communication.

The experience of the last weeks and months shows that this development makes it necessary to introduce some simple, practical and pragmatic communication rules to increase the efficiency and effectiveness of communication within the DCC – and so of the overall work of the DCC. These rules will help to increase the quality our communication, and reduce e.g. the number of unnecessary e-mails and numerous, big attachments.

The DCC has put in place a very efficiently staffed DCC Secretariat, which is now fully operational. At the same time, cluster coordinators and working group coordinators have been nominated. It is time for these structures to be efficiently used and valued – which will make life easier and better for all stakeholders involved.

5 Smart Rules of DCC Communication

To improve efficiency and effectiveness of DCC communication, the following 5 simple, straight forward rules are proposed to be implemented:

1. **Coordination:** *We take the role of the DCC Chairperson and Secretariat and the coordinators of the clusters and working groups seriously.*

Following the upwards flow of the organigram, working group coordinators are responsible for their respective groups' activities, on which they liaise with their respective cluster coordinators. Cluster coordinators are responsible for monitoring the activities of the working groups within their purview and, in turn, they liaise with the Chair and Deputy Chair of DCC as needed. In accordance with the terms of reference, the cluster coordinators and working group coordinators provide the necessary secretarial support to their respective groups. They maintain their respective mailing lists and call for meetings, with attendance being confirmed only to them (without cc-ing all). The DCC Secretariat supports the DCC Chair and Deputy Chair in their related functions, broadly monitors the clusters and working groups, and to the extent possible with 5 clusters groups and 15 working groups, assists groups as appropriate.

2. **Use of different Media:** *We use different ways/media for communication: Meetings, e-mails, phone calls, individual appointments, Skype, video conferences,... - whatever fits the purpose best.*

E-mails are often not the most effective way to come to a conclusion/decision. Therefore we make full use of the various communication channels available.

3. **Consolidated Responses:** *We send comments to papers or contributions to consolidated responses only to the coordinator within the forum they are discussed/collected*

Unless others need these comments/contributions to develop them further - or the individual comment/contribution is of common interest, we sent comments only to the coordinator, who consolidates them and circulates the consolidated version to all members.

4. **Limited Addressees and Standard Mailing Lists:** *We introduce standard mailing lists, we only send e-mails to people concerned, and avoid “cc-ing all”-communication/discussions.*

The DCC Secretariat maintains an overall mailing list, mostly composed of heads and deputies of member agencies, for DCC-wide communications. Coordinators of clusters and working groups are responsible for their group mailing lists. In as far as the DCC Secretariat is copied on cluster and working group e-mails or receive individual requests to be added to certain mailing lists, they also keep track of cluster and working group members and periodically send updates to coordinators.

We will use appropriate mailing lists for our purposes. When e-mails are sent to the overall and group mailing list, e-mail addresses can be put in “BCC” and e-mail text should start with “Dear DCC members”, “Dear DCC Working Group Education”,... to indicate whom the e-mail was sent to. This reduces the risk of “cc-ing all”-communication.

5. **Common Filing System:** *We introduce a filing system on DCCs webpage – with the necessary security/restricted access features - to enable easy access to key documents for DCC members and to avoid extensive e-mail attachments.*

On its (soon-to-be unveiled) revamped web site, the DCC Secretariat will post documents of broad relevance to the entire DCC to serve as a common filing system/data base. Clusters and working groups also have dedicated pages for their respective documents (minutes, sector strategies, et al.). Cluster coordinators and working group coordinators should send any content they would like to post on their respective pages to the DCC Secretariat. All DCC members have access to these files. Documents of common interests, conference documentations, minutes, etc. can be filed and downloaded from there – rather than sent out by e-mail as attachments.

Documents that are for restricted circulation will be posted in a ‘restricted access’ folder. Access to this folder will be managed through the DCC Secretariat under supervision of the DCC Chair.

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