



Five^f

REMOTE MANAGEMENT

FOR COOPERATION

WORLDWIDE

PUBLIC^{ONE}



More than just Skype & Co.

In international cooperation, teams need to ensure that projects continue even during times of crisis – not just since Corona/COVID-19. That is why you need reliable partners like Public One. Because Public One has been working under the conditions of remote management for 20 years.

We have elaborate methods and tailor-made instruments for operation planning, capacity development, team development, executive coaching, crisis intervention – online or as blended learning and flipped workshop formats as well as locally „on the ground“. In our projects in crisis regions such as Afghanistan, in numerous African countries, and in the Ukraine or in the Balkans, we achieve our goals locally, but always with the help of remote management.

Public One has developed the **Five^f** method for remote management.

We have continuously improved this method in over 100 international projects the past 20 years together with our clients and partners.



focus

do not concentrate on everything, but focus on essential points and activities

form

design group and team settings properly and clarify the rules, roles and procedures of each team member and stakeholder

facilitate

offer support, be helpful and steer proactively the process

fertilize

motivate, inspire and push the envelope in order to achieve the common goal

follow-up

continuously document results, agree on expectations and responsibilities and make them transparent – stay tuned and take care.

For each of the steps in the **Five^f** method we have developed instruments that address the challenges.



Digital Principles

With the advent of digital technology, international organisations began to look for new ways to incorporate digital tools into their programming to achieve better results. However, some digitally supported programs failed – and often failed for reasons that were both predictable and avoidable. Technology has often been misunderstood as a self-runner without taking into account elaborate methods of social process design. Public One takes a different approach here, because remote management is not just about technology, but more of a craft.

Public One is a member of the worldwide „Digital Principles Community“. These Digital Principles are a set of vivid guidelines designed to help practitioners successfully apply digital technologies to development programs – including remote management.



Principles *for* Digital Development



Design With the User

User-centered design starts with getting to know the people you are designing for through conversation, observation and co-creation.



Understand the Existing Ecosystem

Well-designed initiatives and digital tools consider the particular structures and needs that exist in each country, region and community.



Design for Scale

Achieving scale requires adoption beyond an initiative's pilot population and often necessitates securing funding or partners that take the initiative to new communities or regions.



Build for Sustainability

Building sustainable programs, platforms and digital tools is essential to maintain user and stakeholder support, as well as to maximize long-term impact.



Be Data Driven

When an initiative is data driven, quality information is available to the right people when they need it, and they are using those data to take action.



Use Open Standards, Open Data, Open Source, and Open Innovation

An open approach to digital development can help to increase collaboration in the digital development community and avoid duplicating work that has already been done.



Reuse and Improve

Reusing and improving is about taking the work of the global development community further than any organization or program can do alone.



Address Privacy & Security

Addressing privacy and security in digital development involves careful consideration of which data are collected and how data are acquired, used, stored and shared.



Be Collaborative

Being collaborative means sharing information, insights, strategies and resources across projects, organizations and sectors, leading to increased efficiency and impact.



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As consultants and process designers, we are attentive personalities with diverse agile competencies. Together with our clients we work at eye level – passionately, precisely and creatively.

Our clients appreciate our hands-on, reliable and at the same time fresh way of working. In close dialogue with research and science on the one hand and an international community of practitioners on the other, we work on the challenges of our clients in an appropriate relationship of reflection and concretion.

At home in Berlin, Freiburg and the Ruhr area, we are on the road all over the world. Since 2000 we have carried out numerous consulting projects in Germany, Europe and worldwide. We advise organisations in the social economy, federal and state ministries, public authorities and organisations in international development cooperation.

References

Conception of online workshops with German and international organisations

Online consultation processes with large multi-stakeholder groups

Development of agile work processes and team culture in decentralized teams

Definition of communication protocols and Standard Operating Procedures (SOP) for remote teams

Online review and retrospective workshops for face-to-face events

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