



FACILITATING AND HARVESTING FOUNDATION

Training

Day 1

PARTICIPATORY CONVERSATIONS

*"How we create spaces for participatory
conversations that matter?"*

21st August 2024



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Welcome

"Why are we here?"

"What are we going to do today?"

"How are we going to work together?"



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Setting up the Scene: Why are we here?

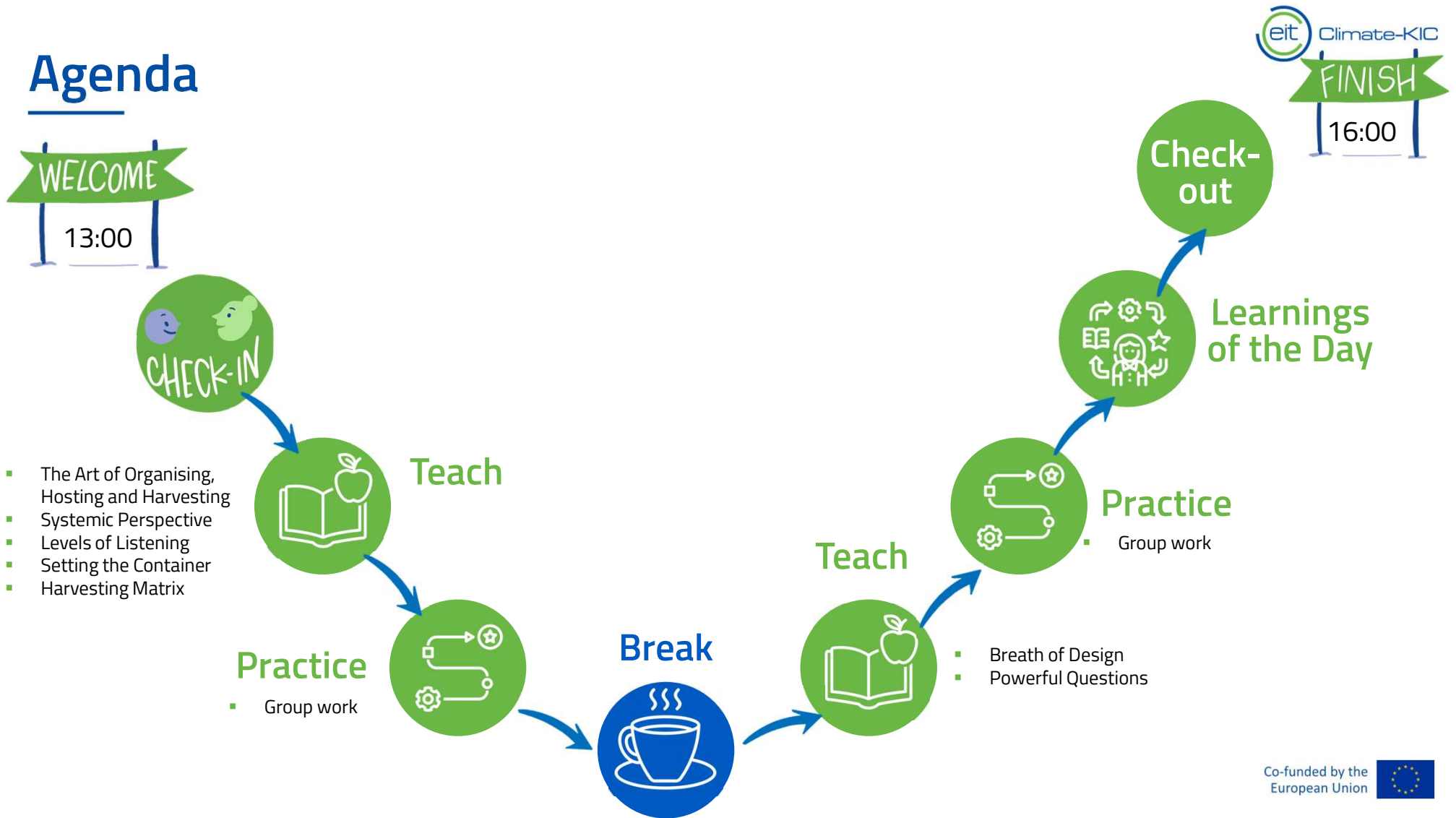
Providing you with understanding and practical tools to facilitate and harvest participatory conversations as part of the upcoming Erasmus plus workshop sessions

Specifically, we will explore:

- Why is cocreation important
- Why facilitation is needed
- How to identify what successful facilitation looks like
- How to navigate conflict/difficult conversations
- The practical tools and concepts available to you



Agenda



Your Facilitators



Kate Martin



Inna Chilik

Meta Harvester

Urška Zupanec

Timeline

Day 1 – PARTICIPATORY CONVERSATIONS 21st August –

How we create spaces for participatory conversations that matter?



Day 2 – MEANINGFUL DISCUSSIONS 22nd August –

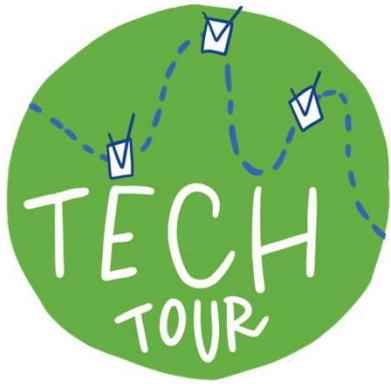
How do we lead meaningful discussion and capture tangibly learning and insights?

Our timings are
always 10:30-12:30 CET



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zoom



Mentimeter



Microsoft Word

What we ask from you:

- We're learning, too!
Please have patience if there's technical bugs.

- Please stay on video when you can

- Add your questions in the chat as they arise

- Confidentiality as a rule

- Be yourself, be honest

- Be present

- Be your own facilitators for group work (breakouts)

- Notice and take care of your needs (also: voice them)



Check-in



Gradient 1: I like being hosted when...



the facilitator is attuned to the emergent needs in the room



the facilitator sticks to the agenda to drive results



Gradient 2: I think it's the role of the facilitator to..



*admit their bias,
and be an active
part of the
conversation*



*be as neutral and
behind the
scenes as
possible*



Gradient 3: I think..



people
(participants)
need to create
together a safer
space



it's the role of the
facilitator to
make the space
"safer"



What makes you feel well 'hosted'?

9 responses

Positive vibe from MC.

When the host really promotes active listening.

Active participation

When everyone is invited to participate, speak, share...

When everyone feels they can contribute.

Attitude of the MC

To start on time and make a positive atmosphere from the start

Motivated facilitator

being aware of time



Teach

"Why participatory spaces?"

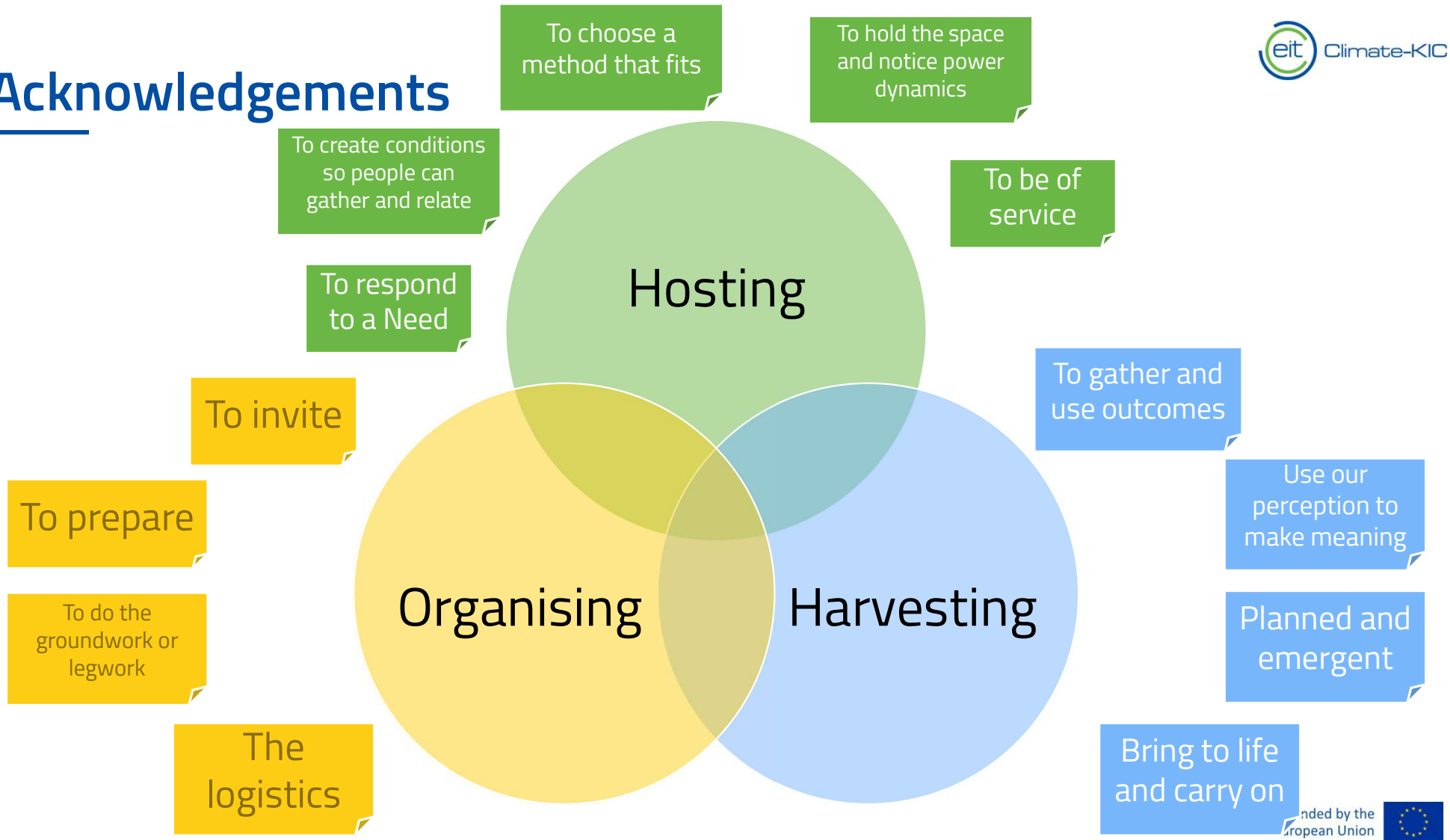
"How we show up as facilitators and harvesters?"

"How can we create safer containers and hold spaces for group conversations that matter & learn together?"

"How do we step into difficult and complex conversations and notice power dynamics?"



Acknowledgements



Fundamentals of Facilitation

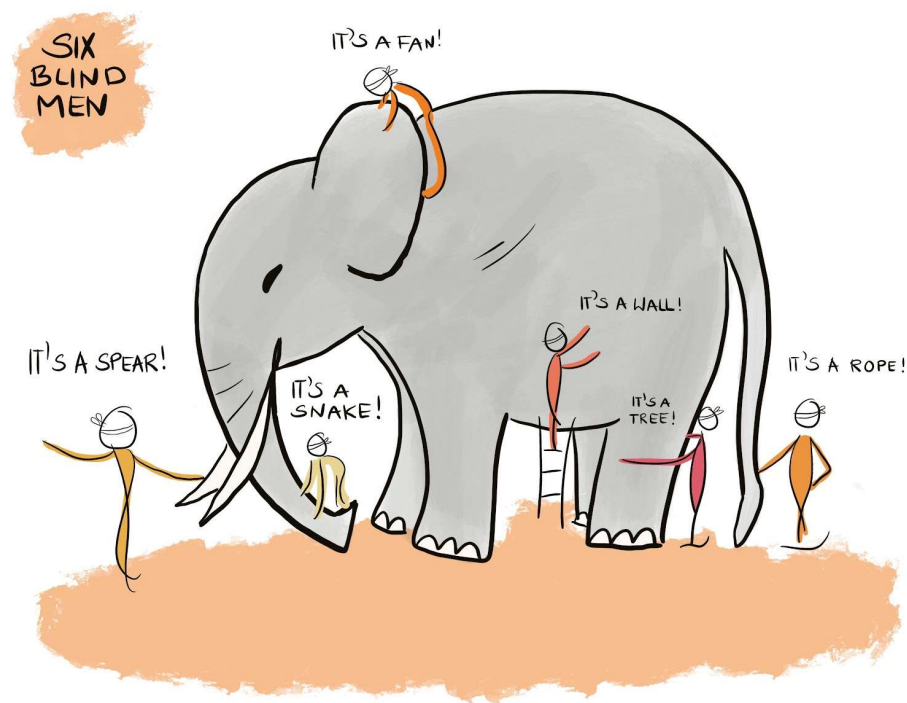
1. Why do we need participatory spaces?
2. Interior state and Levels of Listening
3. Setting the container, principles of collaboration and ways of working
4. Understanding your participants, their needs and power dynamics
5. Outcomes (tangible and intangible) and Harvest

Indian Parable

Once there was a mysterious commotion outside the ancient city walls. Thus, six blind scholars were sent into the night.

Each returned with a different description; a giant snake, a tree trunk, an enormous leaf, a stone wall, a rope.

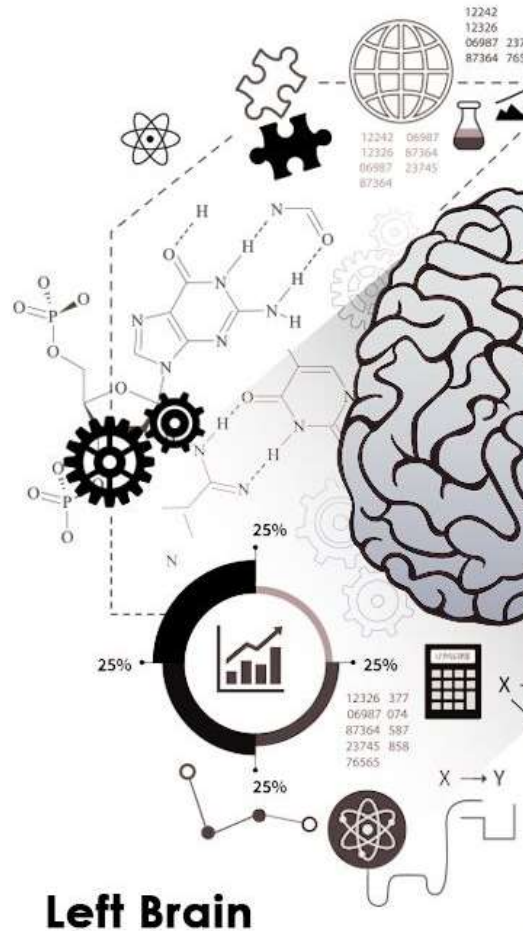
Depending on which part of the elephant they had been able to grasp.



The Predictable World

Complicated

EGO-logical



Left Brain

- Analysis
- Logic
- Facts
- STEM
- Parts
- Linear
- Language
- Separate
- Hierarchical
- Ordered system
- Mechanistic
- Reductionist thinking
- Newtonian science
- Control and domination
- Modernity
- "Age of Reason"

Graphics by Prism Digital Marketing Management



The VUCA World



- Creativity
- Intuition
- Imagination
- Arts
- Patterns
- Circular and cyclical
- Feelings
- Connected
- Decentralised
- Emerging system
- Organic
- Holistic/ thinking in systems
- Quantum physics
- Interconnectedness and humility
- Metamodernism
- "Age of Holism"

Graphics by Prism Digital Marketing Management

A graphic titled 'Right Brain' on a dark blue background. It features a stylized brain with a color gradient from yellow to purple. Surrounding the brain are various icons and symbols: musical notes, a paint palette, a lightbulb, a bicycle, a sun, a lightning bolt, a camera, and a pair of glasses. The text 'Right Brain' is written in white at the bottom of the graphic.

eit Climate-KIC

Complex

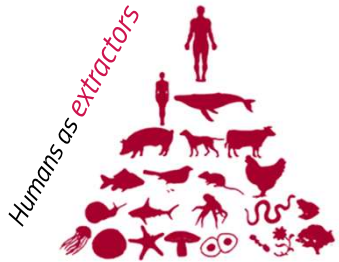
Right Brain

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From EGO-logical to ECO-logical mindset

Complicated

EGO-logical



There is one reality
Objective
Stable/ static

True or False?
Right or Wrong?
This or Not-this

There is a Problem

Solution: to Avoid, Fix it, Correct, Educate, Punish

We need clear and prescribed **rules** and **milestones** in order to ensure quality outcomes

Control the outcomes

Crisis is Destructive

Traditional – Classic – **Reductionist** – Mechanical parts, linear, control, define, measure – Quantify

There are multiple realities
Inter-subjective
Dynamic / adaptive

Works or doesn't work?
Make sense or doesn't?
This and Not-this; this and that, neither this or neither that, a bit of this and a bit of that; sometimes this sometimes that.

There are no Problems / Only Patterns

Way: to Learn, Evolve, Grow, Self-organise, Adapt

We need clarity of **purpose** and principles-based guidelines – RADICAL COLLABOTATION with all life (humans with nature)

Lean into experimenting, influence the conditions that create better outcomes, allow for emergence
Crisis is an *opportunity*

Quantum – holistic – **Systemic** – participatory, circular, relationship, all is flux – Qualify

Complex

ECO-logical

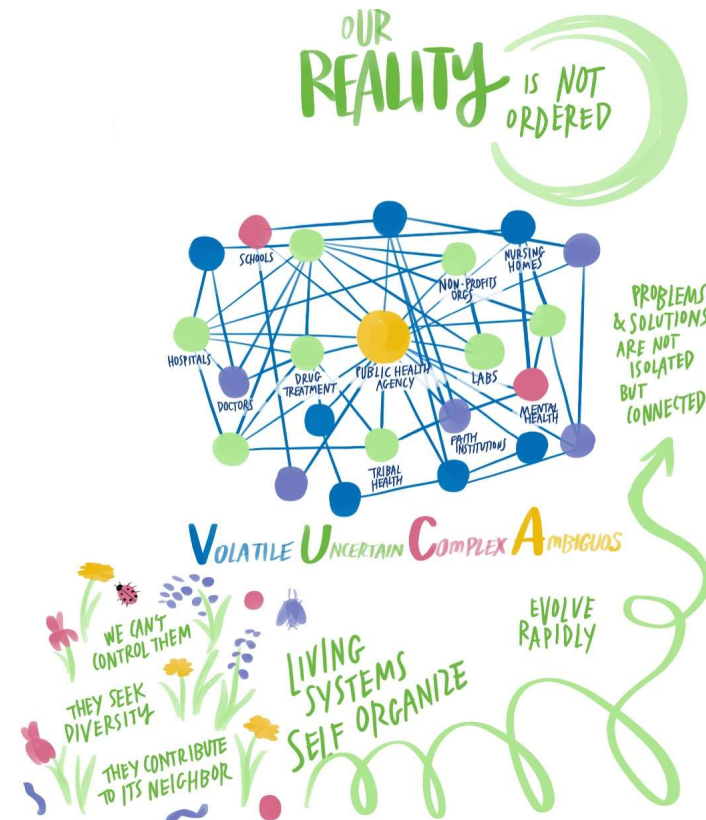
Humans as part of the whole




WHY do we need Facilitation?

Facilitation has a vital role to enable learning and insights to surface, helping to -

- Navigate complexity in climate action
- Harness collective intelligence
- Enable strategic decision-making
- Embrace change and adaptation
- Support emergence and interconnectedness
- Cultivate thought leadership
- Illuminate the diversity of possibilities

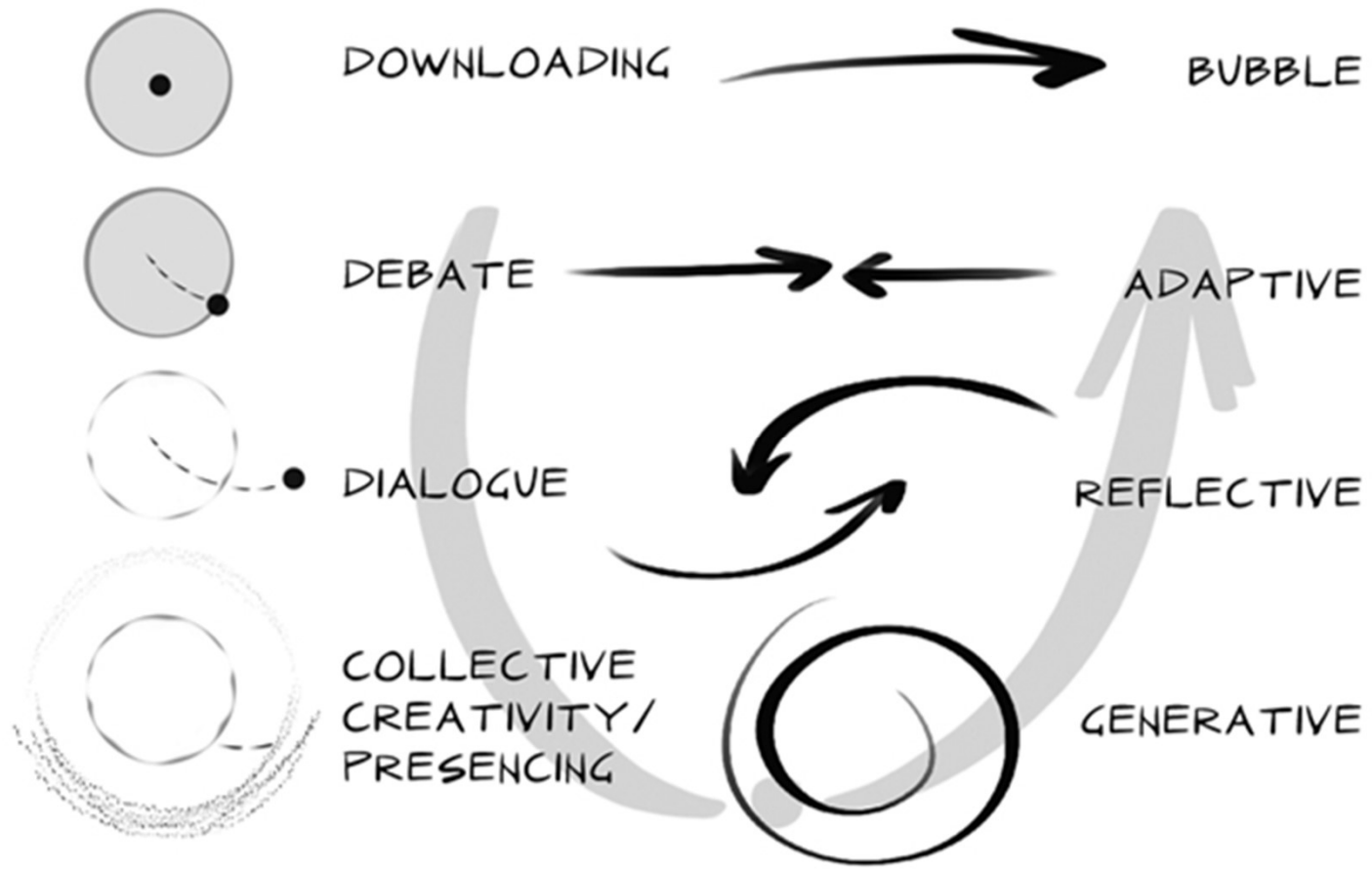


An aerial photograph of a white aircraft with a dark cockpit, flying over a dense, green forest. The aircraft is positioned in the lower-left quadrant of the frame, flying towards the upper-right.

**“The success of an
intervention depends on
the interior condition of
the intervener.”**

—Bill O’Brien.

Levels of Listening



Levels of Conversation



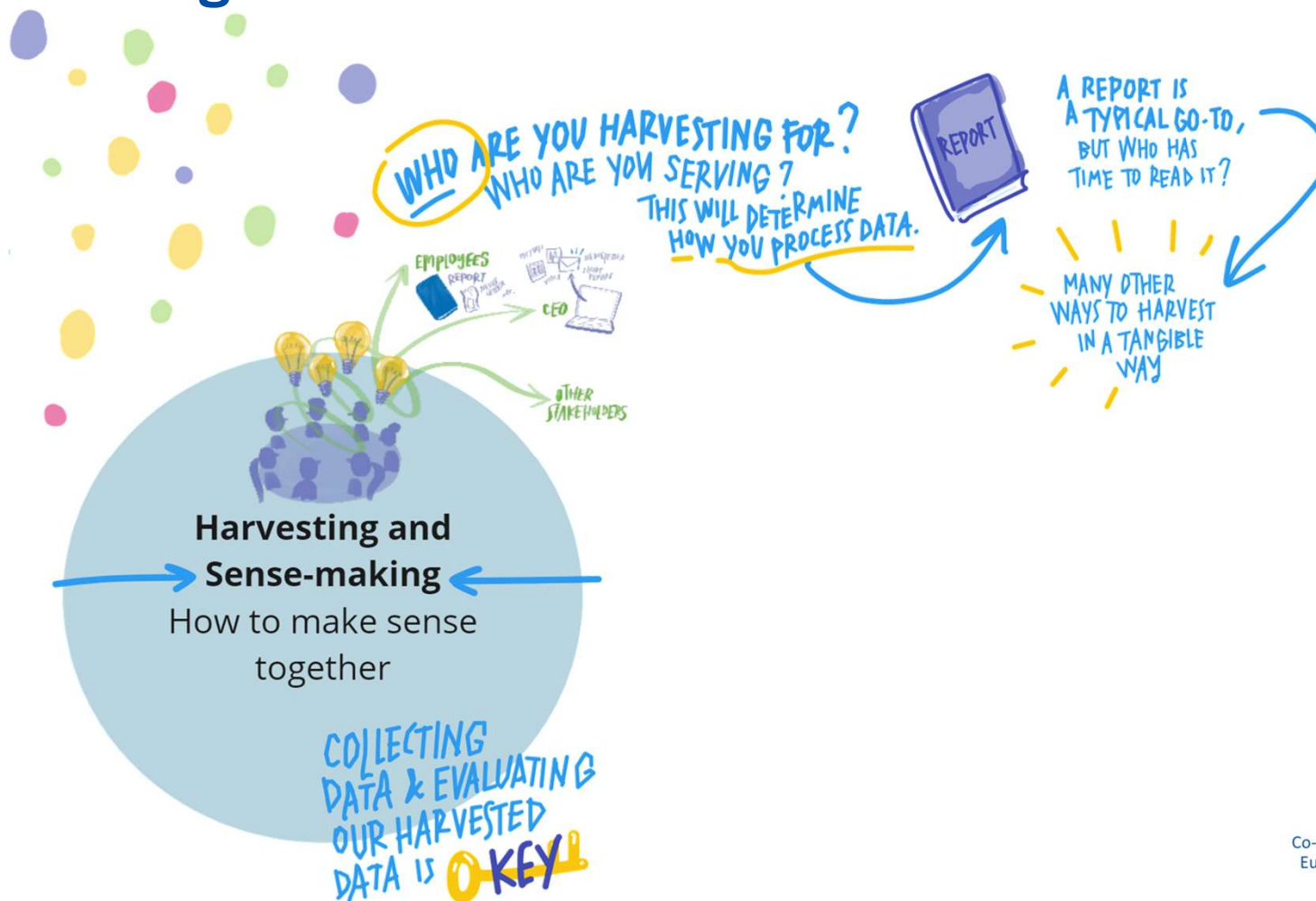
The purpose of intentionally creating a container for the conversations that matter – *a safer space* – is to create a supportive and non-threatening environment where everyone can feel comfortable and confident expressing themselves without fear of discrimination.

What do we need to pay attention to?

- Written, transparent principles support participants in accessing deeper levels of listening and conversation
- Group agreements
- Understand the needs and agendas of your participants
- Acknowledge power dynamics and create possibility for various ways of contributing



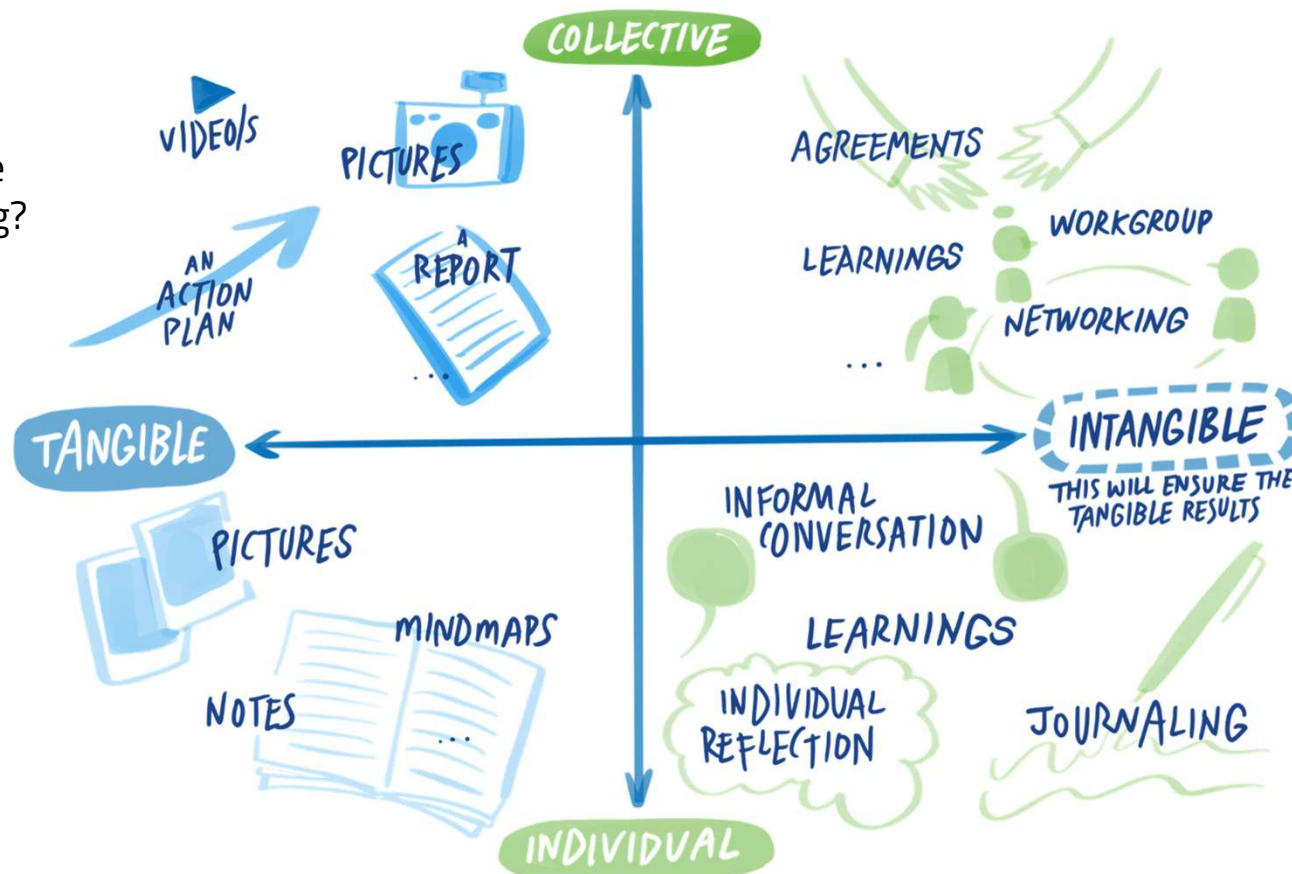
Art of Harvesting



Harvesting Matrix

What concrete outcomes is the group producing?

What social capital is being co-created?



What would individuals take with them after the workshop?

What embodies experiences could individuals take with them?





Practice

Group 1: Facilitators

- How can we create conditions for meaningful group conversations?

Objective:

To collaboratively develop a set of principles that will create a supportive environment for meaningful and effective group conversations in your workshops.

Outcome:

Produce a list of 5-7 principles

Process

Step 1: Individual Reflection
(5 minutes)

Step 2: Group Discussion and Brainstorming
(10 minutes)

Step 3: Refining Principles/ Outcomes
(4 min)

Step 4: Choose presenter (1 min)

Group 2: Harvesters

- What tangible and intangible outcomes should we design for?

Objective:

To collaboratively identify and categorize the tangible and intangible COLLECTIVE outcomes you want to achieve and harvest during the workshop, using the Harvest Matrix.

Outcome:

Produce a list of 3-4 outcomes that would feed into the Harvest Template

Practice 1

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Break





Teach

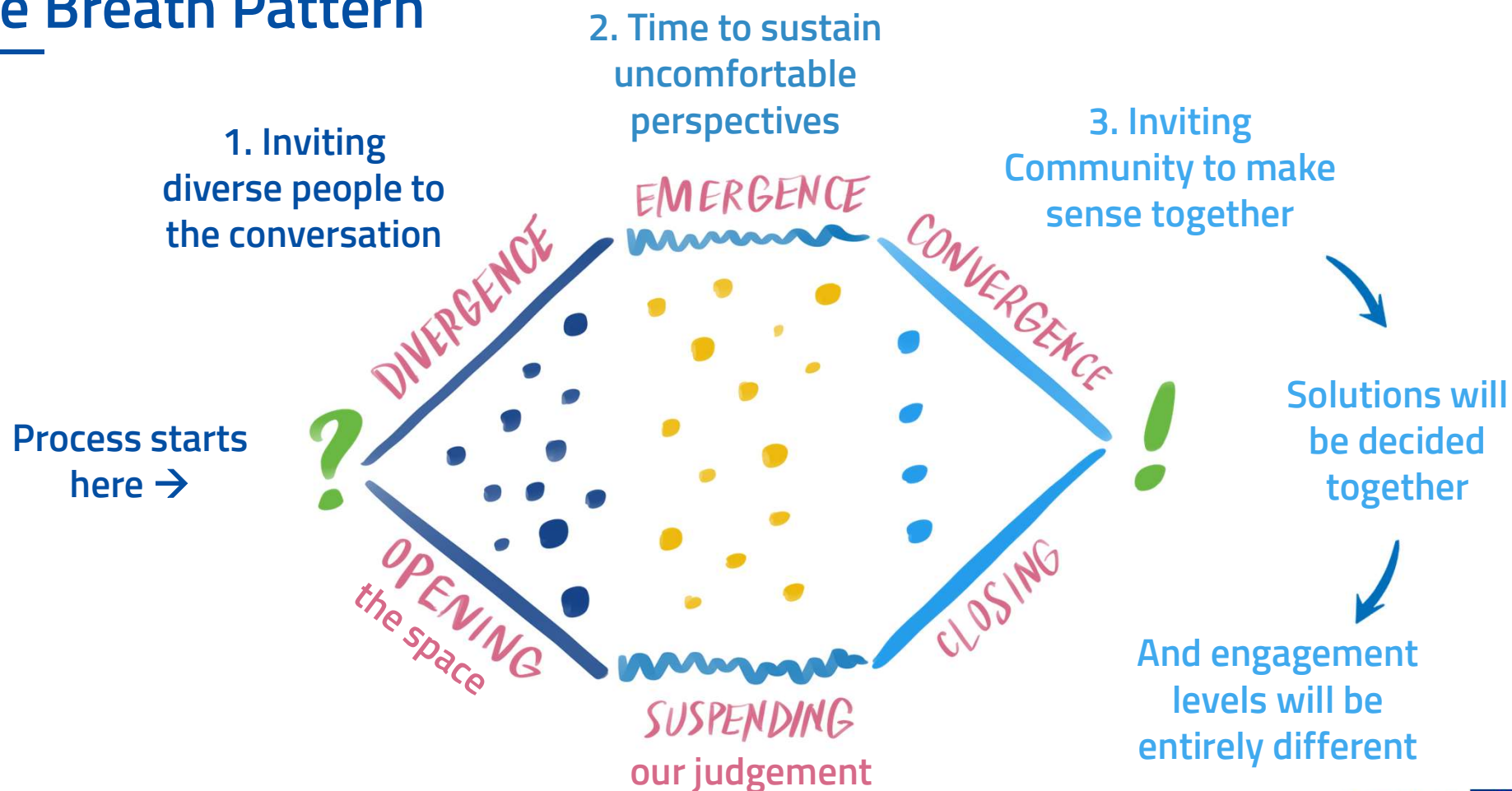
Breath of Design
Powerful Questions



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The Breath Pattern



The Art of Powerful Questions

What are they and why are they important?

- Powerful questions are inquiries that catalyze insight, innovation, and action.
- These questions are crucial for engaging participants, sparking creativity, and driving effective discussions.

Why Focus on Questions?

- Good questions stimulate deep thinking, curiosity, and dialogue.
- They help avoid meetings that feel tedious by engaging participants.
- Powerful questions can lead to breakthrough thinking and solutions.

What Makes a Question Powerful?

- Generates curiosity and energy.
- Stimulates reflective conversation and invites creative thinking.
- Surfaces underlying assumptions and opens up new possibilities.
- Stays with participants and evokes further questions.

Crafting Powerful Questions

Construction

- Focus on the use of open-ended words like What, How, and Why.
- Avoid yes/no questions; they limit conversation
- Be cautious with "why" questions as they can provoke defensiveness unless asked with genuine curiosity.

Scope

- Tailor the question's scope to the needs of the situation.
- Ensure the question aligns with the goal of encouraging dialogue rather than merely seeking answers.

Assumptions

- Be aware of implicit assumptions within questions, and use them to shift perspectives.

Examples of Powerful Questions

"What possibilities exist that we haven't thought of yet?"

"What can we learn from what has happened?"

"How might we achieve this goal together?"

"Why do we prioritize certain voices or perspectives in our decision-making process, and how might shifting that focus create new opportunities for innovation?"

Examples in Action: From Limiting to Powerful

Why It's Limiting

Are you satisfied with our current project outcomes?

This yes/no question stops at surface-level satisfaction without exploring deeper issues.

"What aspects of our project outcomes have been most satisfying, and what could be improved?"

Why It's Powerful

Encourages reflection on both positive aspects and areas for growth, leading to constructive dialogue.

"Why did this strategy fail?"

Focuses on blame and may provoke defensiveness.

"What can we learn from this strategy, and how can we apply those lessons to improve our approach?"

Shifts the focus to learning and future improvement, fostering a more open and positive discussion.

Examples in Action: From Limiting to Powerful

Why It's Limiting

"Why is/is the current accreditation system inadequate (mode of accreditation - ECHE charter, consortia)?"

The phrasing suggests that the system is inadequate, potentially leading to a defensive or negative response.

"Is the range of activities (different types of mobility, combined intensive programmes, collaborative partnerships, etc.) sufficient to meet the needs of tertiary education institutions?"

This yes/no question limits the depth of discussion and may not invite a full exploration of needs.

"How can the current accreditation system be enhanced to better serve the needs of tertiary education institutions?"

"In what ways can the range of activities be expanded or adapted to better meet the evolving needs of tertiary education institutions?"

Why It's Powerful

This reframing encourages participants to think constructively about improvements rather than focusing on inadequacies.

This encourages a more open discussion about potential enhancements and adaptations to the programme.

Examples in Action: From Limiting to Powerful

Why It's Limiting

"How appropriate are the levels of mobility amounts - is the current way of calculating on a daily or monthly basis appropriate?"

The question could lead to a narrow discussion about the appropriateness of the current system rather than exploring alternatives.

"For all the challenges and solutions identified, at which level should they be addressed: European (programme), national (system) or institutional level?"

While it categorizes where solutions might be applied, it may limit thinking to predefined levels of action.

"What adjustments to the mobility funding model could better support the needs of participants and institutions?"

"How can we effectively address the identified challenges and implement solutions across different levels (European, national, institutional) for maximum impact?"

Why It's Powerful

This invites participants to think creatively about potential improvements to the funding model.

This version encourages thinking about collaborative approaches and synergies across levels rather than limiting the discussion to a specific level.

The Breath Pattern

1. Expanding Perspectives

Exploratory Questions:

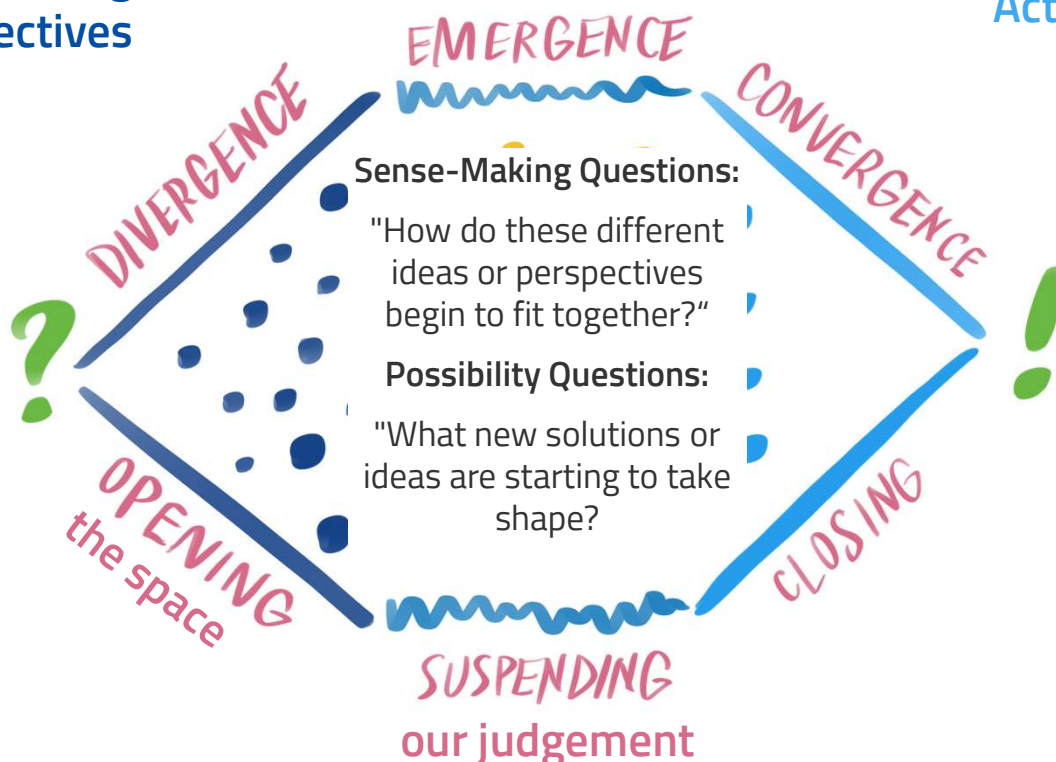
"What stories or experiences can you share that relate to our focus?"

Open-Ended Questions:

"What assumptions might we be holding, and how could they be challenged?"

Allow for Chaos

2. Integrating Insights



3. Focusing on Action

Decision-Making Questions:

"What specific actions do we need to take to move forward?"

Prioritization Questions:

"Which ideas or solutions should we prioritize?"

"What are the most critical steps we need to take right now?"

Drive Towards Clarity

Be Patient and Embrace Discomfort



Practice

Practice: Reframing Questions

- Work in small groups to review and refine both the overarching questions and the specific questions related to the assigned topics (Systemic Approach, Implementation of Projects/Activities, and Funding), using the principles of Powerful Questions and the Breath Pattern (divergence, emergence, convergence).
- Purpose of the exercise: *"To sharpen and refine the given questions so that they become more powerful, fostering deeper reflection, dialogue, and actionable insights."*
- Split into three groups, based on the following topics:
 - Group 1: Systemic Approach
 - Group 2: Implementation of Projects/Activities
 - Group 3: Funding

Practice: Reframing Questions

PROCESS

- Step 1: Review of Overarching Questions:
 - What works, what needs to be kept?
 - What is not working, what needs to be changed, what needs to be fixed?
 - What solutions would you propose if there were no restrictions?
- Step 2: Refine the overarching questions, aiming to enhance their effectiveness in generating insightful dialogue and actionable outcomes, with a clear flow from divergence to convergence.
- Step 3: Review each specific question. Identify if it is divergent/ emergent or convergent question. Refine the question using the criteria for powerful questions.
- Step 4: Choose presenter who will share your discussion and outcomes in the plenary.

Practice 2

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Check-out

***"What stood out to
me today?
What curiosities
am I still holding?"***

menti.com
1422 3167



Check-out

stood out: harvest

stood out; flow from divergence to convergence

stood out: breath pattern and making the right questions

curiosities: dive into chaos of diamond of participation (how to avoid kamos)

"Yes and" mindset stood out! 😊

Stood Out: Harvesting matrix, indian parable and levels of conversation and listening

Breath pattern - stood out but also still curious about it





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<https://www.climate-kic.org/>



FACILITATING AND HARVESTING FOUNDATION

Training

Day 2 **MEANINGFUL DISCUSSIONS**
*"How do we lead meaningful discussion
and capture tangibly learning and
insights?"*

22nd August 2024



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Timeline

Day 1 – PARTICIPATORY CONVERSATIONS 21st August –
How we create spaces for participatory conversations that matter?



Day 2 – MEANINGFUL DISCUSSIONS 22nd August –
How do we lead meaningful discussion and capture tangibly learning and insights?

Our timings are
13:00-16:00 CET



Welcome

"Why are we here?"

"What are we going to do today?"



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Setting up the Scene: Why are we here?

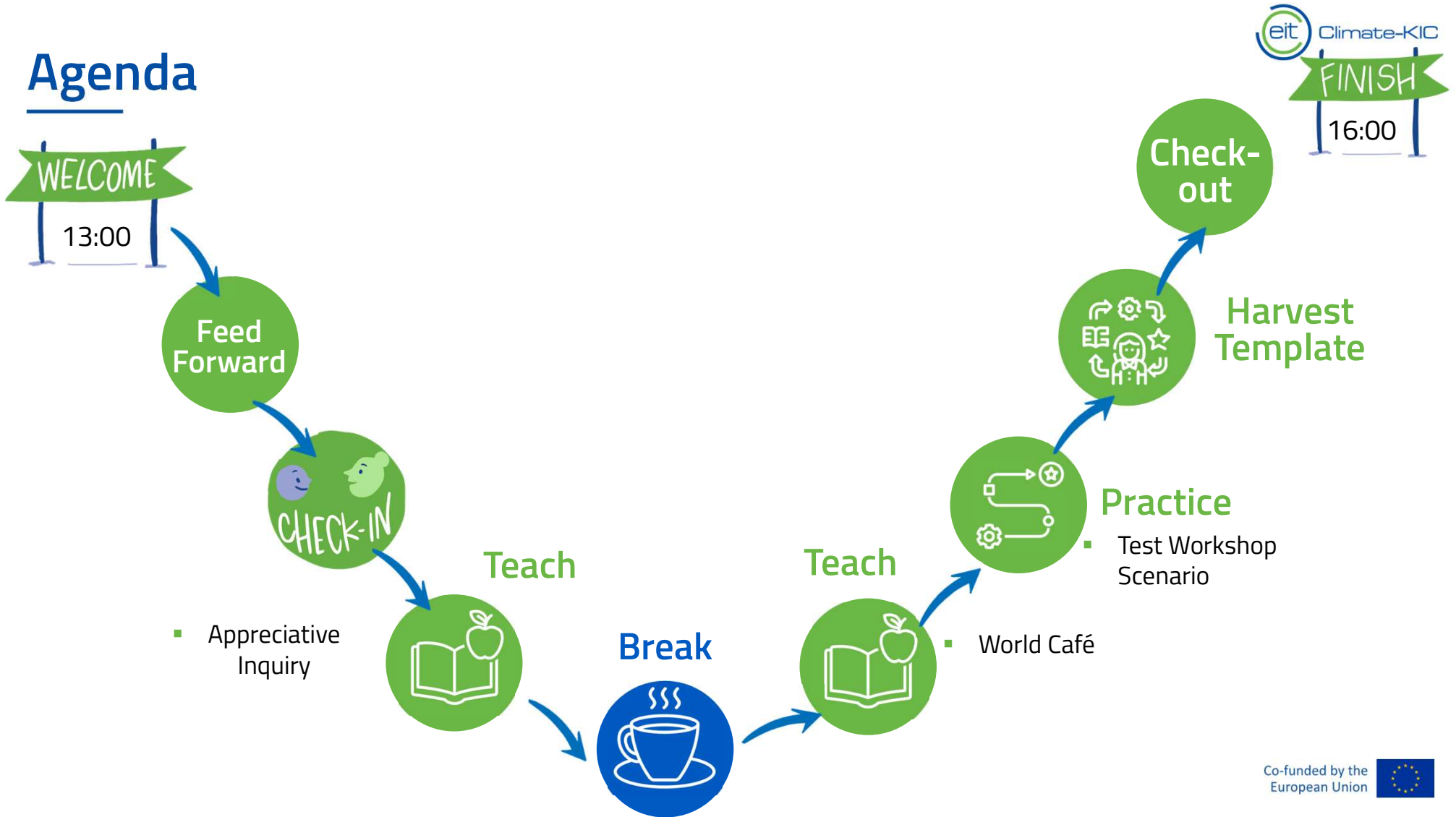
Providing you with understanding and practical tools to facilitate and harvest participatory conversations as part of the upcoming Erasmus plus workshop sessions

Specifically, we will:

- Deepen your understanding of the chosen workshop tools (Appreciative Inquiry and World Café), with practical test run
- Review Harvest Template Examples
- Reflect on own journey as facilitators and harvesters



Agenda



Feed Forward – What did we learn yesterday?





Check-in



Rotating roles

4 min



STORYTELLER

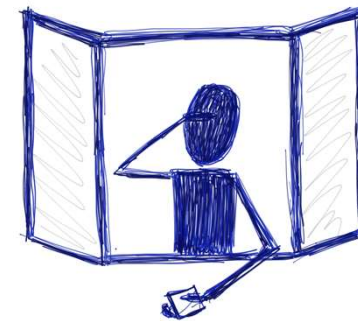
- Shares a meaningful story, speak from your heart and with intention.

1 min



WITNESS

- Listens deeply and offers back the “gems” of what the storyteller shared.



HARVESTER

- Captures the essence of the story (takes notes).

- Tell a story of a beautiful failure as a facilitator/
harvester.
 - What did you learn?



Teach

Appreciative Inquiry

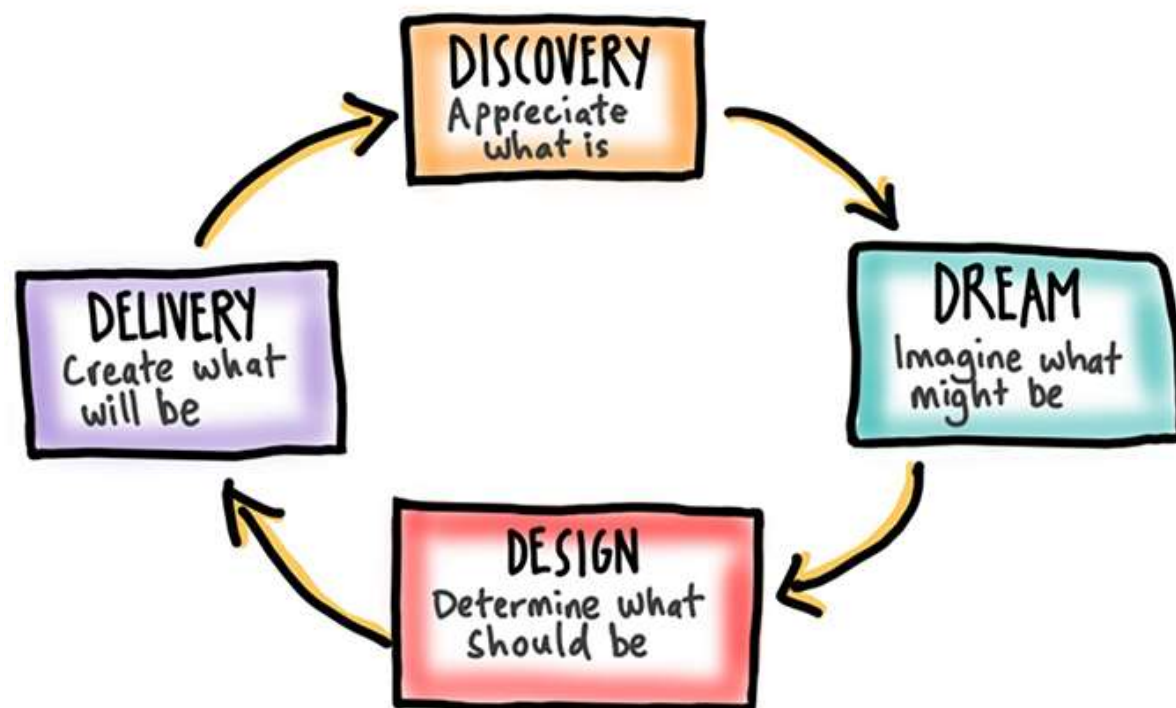


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Appreciative Inquiry

- Appreciative Inquiry (AI) is a strategy for intentional change that identifies the best of 'what is' in order to pursue dreams and possibilities of 'what could be'.
- It is an intentional move away from the 'problem-based' perspective towards a cooperative search for strengths, passions and life-giving forces that are found within every system.





Break





Teach

World Café



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World Café

- The World Café is a powerful process for engaging people in conversations that matter, co-created by Juanita Brown and David Isaacs in 1995. It is a great way of fostering interaction and dialogue and surfacing the collective wisdom of groups of any size. It is most effective with large groups.
- Assumptions
 - People already have within them the wisdom and creativity to confront even the most difficult challenges
 - That the answers we need are available to us
 - We are wiser together than we are alone



World Café Design Principles

- 1) Set the Context
- 2) Create Hospitable Space
- 3) Explore Questions that Matter
- 4) Encourage Everyone's Contribution
- 5) Connect Diverse Perspectives
- 6) Listen Together for Patterns & Insights
- 7) Share Collective Discoveries



World Café General Flow

- 1) Setting
- 2) Welcome and Introduction
- 3) Small-Group Rounds
- 4) Questions
- 5) Harvest



World Café Materials

- Small tables, preferably round (for 3-4 people)
- Chairs for participants
- Tablecloths/ Harvesting Template
- Flip chart paper for covering the tables
- Markers/ pens
- Flip chart or large paper for harvesting collective knowledge or insights
- Posters showing the Café Etiquette
- Post it notes
- Materials for harvesting
- Table decorations (e.g. flowers, candle or something representative of the context)



LINK &
CONNECT
IDEAS

FOCUS
ON WHAT
MATTERS

CONTRIBUTE
YOUR THINKING

SPEAK YOUR
MIND & HEART

LISTEN
TOGETHER
FOR DEEPER
INSIGHTS &
QUESTIONS

PLAY DOODLE
& DRAW

LISTEN TO
UNDERSTAND

WORLD
CAFÉ
ETIQUETTE

HAVE
FUN



World Café



"What core elements should be prioritized in Slovenia's position on the future of the Erasmus+ programme for tertiary education to ensure it effectively addresses current and future needs?"



Teach

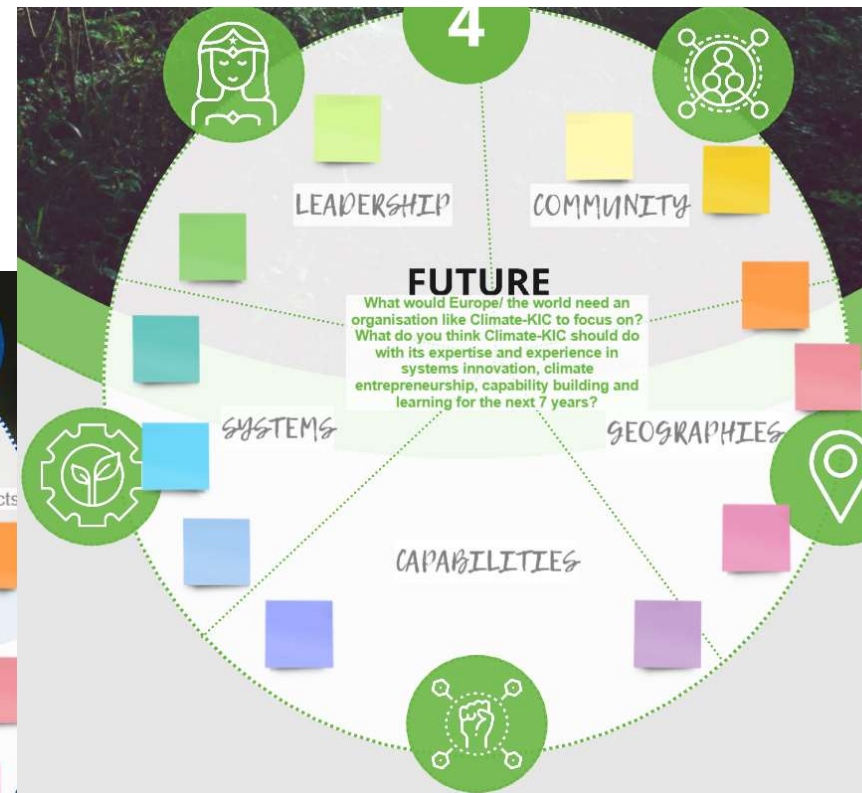
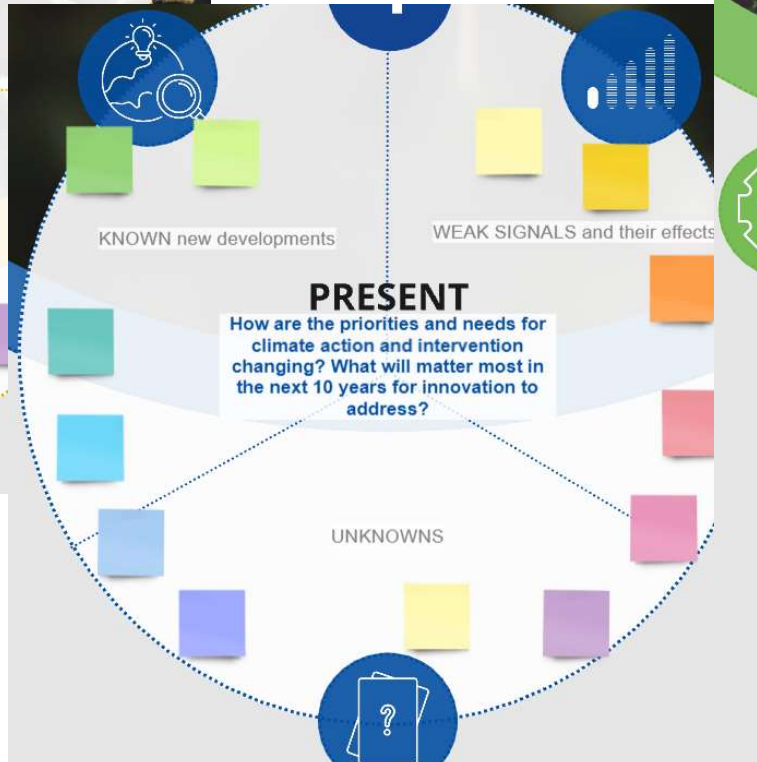
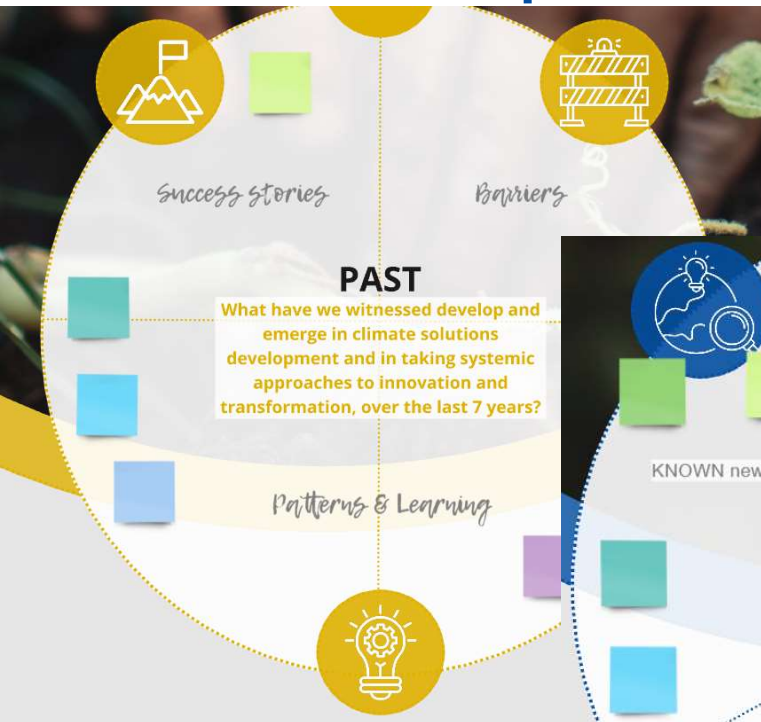
Harvest Templates Examples



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Harvest Examples: Online





Suggested Flow of the Workshop



I DO ART: 10th Knowledge Platform Consultation

Intention:

- The intention of the workshop is to engage participants in a collaborative exploration of the future of the Erasmus+ programme for tertiary education in Slovenia.
- The aim is to gather diverse perspectives, identify key challenges and opportunities, and co-create actionable solutions that will inform the development of Slovenia's position paper for the Erasmus+ programme.



REPUBLIKA SLOVENIJA
MINISTRSTVO ZA VISOKO ŠOLSTVO,
ZNANOST IN INOVACIJE



10. posvet Platforme znanja »Erasmus+: Kje smo in kam gremo?«

2. september, 2024

Grand Hotel Portorož - LifeClass Hotels & Spa, Obala 33, Portorož

Moderatorja: Božidar Grigić, CMEPIUS & Urška Zupanec, MVZI



I DO ART: 10th Knowledge Platform Consultation

Desired Outcomes:

- **Tangible-Collective Outcomes:**
 - Report with concrete action points
 - Harvesting templates
 - Mentimeter feedback
 - Input for position paper
 - Minutes of the event
 - Sketchnotes
- **Intangible-Collective Outcomes:**
 - Sense of co-creation
 - Menti feedback on experience
 - Collective commitment
 - Enhanced trust
 - Shifts in mindsets
 - Increased awareness

I DO ART: 10th Knowledge Platform Consultation

Agenda:

- 11:30 - 11:40: Introduction & Setting the Context
 - Brief overview of the workshop's aim, the importance of participant contributions and principles, and agenda and methodology.
- 11:40 - 11:50: Explanation of the Workshop Process
 - Overview of the structure: three rounds of discussions, different context (Systemic Approach, Implementation of Projects/Activities, Funding) with a focus on different aspects of the Erasmus+ programme and workshop etiquette.
- 11:50 - 12:15: Consultation Café Round 1
- 12:15 – 12:40: Consultation Café Round 2
- 12:40 – 13:05: Consultation Café Round 3
- 13:05 - 13:20: Harvesting & Synthesis
 - Table hosts share key insights from each round. Sketch notes and templates are completed.
- 13:20 - 13:30: Closing & Next Steps
 - Summary of key outcomes, next steps, and closing remarks. Collection of Mentimeter feedback.

I DO ART: 10th Knowledge Platform Consultation

Format:

- Combination of both World Cafe and Appreciative Inquiry > Conversation Café
- 6 groups in one room > 2 groups for each of the 3 contexts (Systemic Approach, Implementation of Projects/Activities, Funding)
- Participants start in one table and decide who is going to be Table host (who would stay for the duration of all three rounds) and Table harvester – filling up the Harvest template for the round
- Participants discuss all three questions in the given context for the round
- In the end of the round the Facilitator asks Table Hosts to stay, and the rest of the participants find a new table with a different context
- Table host at the start of the Round 2 briefly recaps the conversation in the first round, group decides on the Table Harvester for the round and had the conversation, building up on what the previous group has discussed, deepening the conversation
- The process is repeated for the Round 3

I DO ART: 10th Knowledge Platform Consultation

Roles:

- **Facilitator:** Leads the workshop, introduces the process, keeps time, and ensures that the discussion stays focused and productive.
- **Conversation Café Table Hosts:** Guide the conversation at each table, ensure everyone has the opportunity to contribute, and help synthesize discussions for reporting back to the larger group.
- **Harvesters:** Responsible for capturing key insights, completing harvesting templates, and creating sketchnotes.
- **Participants:** Engage actively in discussions, share experiences and ideas, and contribute to the co-creation of the workshop outcomes.
- **Technical Support:** Manages Mentimeter, handles AV equipment, and supports the collection of digital feedback.

I DO ART: 10th Knowledge Platform Consultation

Timeline:

- 2h workshop between 11:30 and 13:00
- There's a 30 min break before the workshop
- Ensure that participants know where to go in the end of the previous session





Practice



Consultation Café

Test Run

Round 1 and 2



Practice: Consultation Café

PROCESS

- Step 1: (Round 1) Go to your context group with whom you have been refining the questions. Identify Table Host and Harvester for the round.
- Step 2: Have a conversation using the refined questions with the focus on the assigned context (Systemic Approach, Implementation of Projects/Activities, Funding)
- Step 3: Host stays in the room and the rest of the participants move to a different room with a different context. Please split in between the other two context, don't just move as a whole group into another room.
- Step 4: (Round 2) Host briefly summarises the discussion from the Round 1 using Harvest captured by the Harvester of the round. The group identifies new harvester for the Round 2.
- Step 5: Have a conversation using the refined questions with the focus on the assigned context.
- Step 6: Come back to Plenary and share your experiences as Host, Harvester and Participants.

Feedback and Reflection

- Open and constructive feedback from all roles.
 - What worked well?
 - What could be improved?
 - How did the experience align with or differ from expectations?



Check-out

Check-out

- **Mastery:** where can you say that you have grown in confidence and competence, in either a “small” or a “big” way?
- **Mystery:** what is the biggest question that you are still holding as you leave this training, and what is the potential there?





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Hosting Tips & Tricks



Facilitation Tips #1

- ✓ **Create a Safer Space and Promote Diversity of Thought:** Foster an environment where participants feel comfortable sharing their experiences and ideas. Emphasize that every perspective is valuable and contributes to our collective learning.
- ✓ **Foster Active Listening:** Encourage participants to listen actively to their colleagues, building on each other's ideas and providing constructive feedback.
- ✓ **Create Balance Between Presentations and Discussions:** While presentations can provide valuable information and set the stage for deeper exploration, ensure there's ample time for discussion. Use presentations as a springboard for discussion rather than the main focus.
- ✓ **Foster Innovation and Tap into Playful Creativity:** Encourage participants to think creatively and beyond conventional mind-traps. Challenge them to consider new possibilities that could advance the learning journey.

Facilitation Tips #2

- ✓ **Prioritize Collaboration:** Highlight the importance of working together across different functions and teams. Encourage participants to think about how collaborative efforts can contribute to our collective growth as a learning ecosystem.
- ✓ **Capture Insights and Design for Harvest:** Actively capture the key discussions, ideas, and action plans that emerge during the session. Whether through note-taking, digital tools, or visual recording, make sure these insights are recorded for future reference and action.
- ✓ **Design-in the Time for Digesting and Reflection:** Be attentive to the group's energy and dynamics. Integrate deliberate pauses and reflection periods into the agenda to allow participants to process the information and discussions. Encourage participants to use this time to think about how the information resonates with their experiences and what actions it might inspire.

Resources

- The Art of Powerful Questions booklet - with gratitude to Eric Vogt, Juanita Brown and David Isaacs:
https://drive.google.com/file/d/18rzcMm03mMXuE3zsrBEnhwgVDJUYgv_I/view?usp=sharing
- A global resource for hosting conversations around questions that matter in both for-profit and nonprofit settings: www.theworldcafe.com
- World Café Hosting Toolkit: <https://theworldcafe.com/tools-store/hosting-tool-kit/>
- A Quick Reference Guide for Hosting World Café: <https://theworldcafe.com/wp-content/uploads/2015/07/Cafe-To-Go-Revised.pdf>
- Appreciative inquiry commons: <https://appreciativeinquiry.case.edu/>
- Appreciative inquiry Europe network: <http://aicommunity.net>



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