

Speaker: *Catharina Vogt*

Presentation title: Organizational learning as decisive ingredient of networks against domestic abuse

Co-author: *Joachim Kerstem* (German Police University, Germany)

Domestic abuse (DA) is a widespread detrimental phenomenon with tremendously high costs for the individuals affected as well as for society as a whole. Research and practice emphasized that interagency cooperation is a key to support victims and perpetrators of DA comprehensively and to prevent high-impact domestic violence, because frontline responders of different professions can complement each other. Nonetheless, interagency cooperation in the field of DA is challenging to be managed successfully. The IMPRODOVA project aims at investigating human factors that foster or mitigate frontline responses to high impact domestic abuse. A case study carried out at the Hanover Intervention Program Against Domestic Violence examined what human factors are regarded to contribute to the success of this network that is active in DA management since more than 20 years. Several human factors like leadership, respect and trust were carved out. Organizational learning e.g., in forms of feedback and growth mindset, was considered as decisive human factor for sustainable interagency collaboration. In turn, this provides meaning and stimulates service improvement for clients affected by DA. Although frontline responder agencies have costs like time and manpower when engaging in DA managing networks, benefits like faster flow of information and client satisfaction are even more impactful, when DA managing networks strive for learning and excellence. Organizational learning within the network will then also feed back into the single frontline responder agencies. Respective implications for training and education are discussed.