



### **KM 101 (FULL DAY WORKSHOP)**

This full day workshop has been developed for employees who have been charged with the responsibility of designing a knowledge management strategy and implementation plan.

#### **Agenda:**

09:00 – 10:00	THE KNOWLEDGE ERA
10:15 – 10:30	COFFEE BREAK AND NETWORKING
10:30 – 12:00	MULTI PERSPECTIVES OF KM
12:00 – 13:00	LUNCH BREAK AND NETWORKING
13:00 – 14:30	DIAGNOSIS AND ACTION
14:30 – 14:45	COFFEE BREAK AND NETWORKING
14:45 – 16:00	KNOWLEDGE CAFÉ

#### **THE KNOWLEDGE ERA**

The objective of this session is to provide participants with a clear understanding of the nature of work in the knowledge era based on a comprehensive review of statistics from various sources in Canada and the U.S.

#### **TOPICS COVERED:**

- transition from the agricultural to industrial to knowledge era
- acceleration of the cumulative codified information base of the world
- internet and PC penetration rates
- internet and e-mail traffic
- KM research highlights from Stats Canada, Fortune 500, U.S. Government
- CKO characteristics and functional background statistics
- IDC report on cost of knowledge duplication
- review of KM activity by Gartner Group and World Economic Forum

#### **MULTI PERSPECTIVES OF KM**

The objective of this session is to clarify how knowledge management can be used by various functional groups to accelerate performance..

#### **TOPICS COVERED:**

- Various perspectives of knowledge management including: Human Resources, Economics, Accounting, Training & Development, Marketing, Sales, Technology, Finance, Organizational behaviour, and Strategy
- highlights of models (IC) and frameworks (SECI)
- KM links to organizational learning
- KM links to intellectual capital
- responding to the "Devil's Advocate" in support of KM
- reviewing the danger of KM
- review 3 levels of KM (individual, group and organization)

## DIAGNOSIS AND ACTION

The objective of this session is to articulate the specific details of the best practices and how these influence overall performance. In addition the survey results (participants will fill out prior to seminar) will be analysed by Dr. Bontis.

### TOPICS COVERED:

- introduce the importance of KM measurement
- developing a KM charter, plan and team benchmarking with human capital metrics (turnover & training)
- a comprehensive review of a KM Diagnostic and causal map
- developing an action plan
- what you do tomorrow

### KNOWLEDGE CAFÉ

The objectives of the Knowledge Café are:

- 1) to discover shared meaning among your fellow colleagues
- 2) to access the organization's collective intelligence
- 3) to co-evolve the future of the organization

The main outcome of the knowledge café is a codified summary and outline of next steps in your strategy for leveraging intellectual capital in your organization.

The Knowledge Café is an exciting opportunity for you to experience how a knowledge ecosystem can support the interactions of a learning community. Our learning community, the participants and presenters at this workshop, will collectively explore key topics in the field of knowledge management, organizational learning and intellectual capital.

Like the famous cafés of Paris, participants will move from table to table and through the socialization process dialogue, interact, and most importantly learn from one another. You will take away not only an experiential grasp of what a knowledge ecosystem is, but a deeper, more holistic understanding of the subject of the gathering.

These are the proposed 5 themed stations based on the popular choices of previous cafés: 1) cushioning turnover, 2) technology recommendations, 3) leadership evaluation, 4) worse practices, 5) what's next?

Each of the delegates will be randomly assigned to one of five (5) stations which will have coffee, sweets and paper. One (1) facilitator will also be assigned to each of five (5) stations. Facilitators stay at the café for the whole exercise and are like the social waiters of Paris.

Each table will be assigned a theme. Delegates discuss the theme at the table and exchange ideas with one another while the facilitators probe for clarification and codify their ideas on top of the table cloth (paper). Delegates can also doodle their ideas on the table top as well. After 20 minutes, a bell will ring and delegates randomly scramble to another table which highlights a different theme. These allows delegates to also meet and dialogue with virtually everyone at the event. The facilitator then debriefs the new table of delegates with the earlier highlights and challenges each delegates to push these ideas further.

After 3 rotations of 20 minutes each, a wonderful ecosystem of learning will have been developed. The rotations are labelled as follows: i) brain dump – this session is all about ideas and brain storming, ii) edit and delete – this session is about improving on the results of the previous one, and iii) prioritize – this session must select and prioritize the top five (5) ideas from the previous rounds. Facilitators are then responsible for debriefing the whole audience at the end and can use their table cloths (papers) as illustrations if they wish.