



Dr. Nick Bontis

Accelerating Performance



KNOWLEDGE MANAGEMENT FOR BUSINESS (FULL OR HALF-DAY SEMINAR)

Every company's bottom line suffers because the right organizational knowledge is not applied to actions that ultimately determine the success or failure of the company. Even if organizational knowledge is applied to an action, that knowledge is not properly stored for reuse. Not only do we need to figure out how to manage all the information, best practices, systems and successes that are working for us today, we need to think beyond the boundaries of current practices, products, services, organizations and industries, to the creative and innovative ideas of tomorrow. If you are primarily relying on your current strategic plan to take care of your organization's competitive advantage, and banking your success on traditional educational, organizational and business models, you might be in trouble. What executives need to find out is that yesterday's "logic of success" doesn't automatically translate into tomorrow's "logic of success". Are you aware of the following statistics?

- the average Fortune 500 company loses \$64 million a year because of ineffective knowledge sharing
- employees who deal with information spend in excess of 50% of their time looking for answers
- less than 2% of the knowledge available to an organization is actually utilized
- 25% of the Fortune 500 have a Chief Knowledge Officer
- 25% of large Canadian corporations have a dedicated KM budget
- employees waste an average of 30 minutes a day dealing with e-mail SPAM

Sharing knowledge and information within your business is essential for successful revenue growth as well as the rationalization of costs. This seminar provides a best practices framework for understanding information in the new business environment, which is characterized by constant change. Changes to IT and HR practices, projects and products, and complete organizational structures are just a few examples requiring proper knowledge management. A key program learning feature includes current business case studies to enhance your capacity to manage and implement a corporate KM initiative from start to finish. This seminar also evaluates current applications for information sharing, disaster management, technology support, and organizational challenges that arise out of effective intellectual capital management.

KNOWLEDGE MANAGEMENT FOR GOVERNMENT (FULL OR HALF-DAY SEMINAR)

This seminar mirrors the one for business but is targeted solely for government and not-for-profit organizations. The collective experiences and ideas generated within every level of government is immense – and extremely valuable if properly preserved. What can government look like in a knowledge-rich environment? This seminar provides actionable strategies for managing knowledge assets in the public sector. How can your department, agency, board or project task force ensure your collective experiences are preserved and secure? The main threat is that 50% of government employees are expected to retire in the next 8 years. This program highlights a variety of government-based best practices and case studies from all levels to ensure a broad perspective of learning. Highlights also include the measurement and management of intellectual capital in not-for-profit contexts as well as international settings. After completing this seminar you will be able to conceptualize human capital stocks and flows and determine what immediate action you can take tomorrow.

STOP ORGANIZATIONAL STUPIDITY NOW (FULL OR HALF-DAY SEMINAR)

Baby-boomers carry a massive amount of know-how in their heads. This talent pool is largely responsible for the smooth functioning of almost every organization. Key individuals hold a lifetime of experience and knowledge, and soon their know-how will simply walk out the door. Capturing this intellectual capital before its too late is a crucial task for every manager. In fact, we can even turn into a sustainable competitive advantage. Most importantly, you need to start now! Will your remaining Gen Xers and Gen Yers take care of it? During this presentation Nick will guide you to:

- see what critical challenges lay ahead for your firm
- realize different types of scenarios of how knowledge disappears and its affect on performance
- learn how to turn this compelling threat into an organizational advantage
- ensure a smooth transition from one talent base to another
- retain critical knowledge and sustain intellectual capital continuity