



actKM

2008

The actKM Forum
9th annual Conference

14-15 October 2008

University House
Australian National University
Canberra
Australia



actKM 2008

Welcome

I welcome you all to actKM 2008 and a special welcome to our overseas participants and speakers. The discipline of knowledge management continues to stimulate interest in sections of the business and government sectors. Participation on our discussion forum continues to be robust with a combination of 'lurkers' making enquiries on KM of the network and our resident 'gurus' continuing to explore the boundaries of KM.

I am amazed to see that this programme appears to be even better than last year's, which was lauded as an outstanding success! I think this year's conference is of the highest calibre we have seen since we started organising these events eight years ago. I am especially excited to have David Gurteen and Dave Snowden here, sharing their expertise. In addition, I think that the Australian presentations and workshops will be of the highest order.

The last few years have seen a plethora of KM related conferences emerge to compete with our modest gathering. We aim to differentiate ourselves by striving to have high quality and innovative events, not be swamped by IT sponsors and yet, still maintain a low cost. This allows us maximum flexibility and a collegiate atmosphere. Please feel free to share with us your thoughts on how this event could continue to evolve in the future.

I hope you all enjoy your two days with us here, build some effective networks and engage with everyone as much as possible.

David Williams

Convenor

October 2008



Programme of Proceedings – day 1

Tuesday 14th October 2008	
Time	Activity
8:30 - 9:00	Coffee and networking opportunity
9:00 - 9:10	Welcome - David Williams, Convenor actKM
9:10 - 10:00	Keynote presentation – David Gurteen, Gurteen Knowledge World 2.0
10:00 - 10:30	Morning tea and networking
10:30 - 11:15	Dr Jane Chrystal, Central West Catchment Management Authority Development and implementation of a knowledge strategy
11:15 – 12:00	Stephen Collins, Acidlabs Slouching Towards Intertwingularity - Digging deeper
12:00 - 1:00	Lunch
1:00 - 1:45	Matthew Moore, Demonstrating ROI for KM projects
1:45 - 2:30	Arthur Shelley Wikis for improved education in knowledge management
2:30 - 3:00	Afternoon Tea
3:00 - 3:45	Andrew Campbell - Triple Helix Consulting What sorts of knowledge do we need to deal with the climate challenge and how do we get there?
3:45 - 4:45	Business Network Analysis™: A Knowledge Cartography Methodology - Graham Durant-Law
4:45 - 5:00	Wrap up - Mark Schenk, Anecdote Pty Ltd
7:00 - 11:00	Annual Conference and Awards Dinner including the 'collaboration cabaret'. University House



Programme of Proceedings – day 2

Wednesday 15th October 2008	
Time	Activity
8:30 - 9:00	Coffee and networking opportunity
9:00 - 9:05	Welcome - David Williams, Convenor actKM
9:05 - 10:00	Act III – Collaboration Cabaret debrief - Serena Joyner
10:00 - 10:20	Morning tea and networking
10:20 – 11:15	Dr Laurie Lock Lee, Optimice Pty Ltd Value networks and partnership scorecards for successful KM adoption (activity)
11:15 - 12:00	KM 2.0 – myth or legend - Matthew Hodgson - SMS Management & Technology in Canberra
12:00 - 12:50	Lunch
12:50 – 1:40	Cory Banks, Parsons Brinckerhoff Peer Assist on AAR
1:40 - 2:40	Dave Snowden – Cognitive Edge Keynote presentation – Cultural & ethical aspects of knowledge
2:40 - 3:00	Afternoon Tea
3:00 - 4:30	David Gurteen, Gurteen Knowledge Reverse Brainstorming café on the topic: 'Innovative and creative strategies to decimate key staff in an organisation'
4:30	Conference Wrap up - David Williams



Presentation details:

Prelude: actKM Collaboration Cabaret Act I September – October

Presenter: Serena Joyner, Step Two Designs serena_joyner@yahoo.com.au

Experience an unprecedented and highly interactive conference event – the actKM Collaboration Cabaret! In a nutshell, participants will be invited to collaborate in the weeks leading up to the conference in creating a unique piece of entertainment to be staged on the evening of Day One. Delegates will have the opportunity to experience focused, online collaboration using Web 2.0 tools prior to the event, actively experiencing collaboration. There's no "hypothetical project" here with an innovative live event to be staged for the enjoyment of all delegates (before or) during (or after) the Conference Dinner.

9:10 am Tuesday 14th October

Title: Keynote presentation – World 2.0

Presenter: David Gurteen, Gurteen Knowledge

david.gurteen@gurteen.com

Abstract:

KM and the world of work is on the brink of a profound transformation.

Driven by new technology, increasingly, we are no longer consumers: of goods, services or education - we are prosumers - we can now both produce and consume. We have the potential to be participants in everything and not the "victims". The emerging 2.0 work place will reflect this and be a fundamentally participatory world.

We are moving from an organizational world where we were told to do things; where things were structured and planned for us to a world where managers and staff work more closely together to decide what to do and how to do it.

This has deep implications for KM and already we see a move towards Social KM or KM 2.0 where new social tools such as blogs and wikis put the power and responsibility for knowledge sharing in the hands of the individual.

But the real challenge is in people's mindsets - both managers and individuals. Managers need to stop trying to manipulate people and doing things to them and to take a more participatory approach. On the other hand, individuals need to open up and grasp the potential that the new tools and mindset offers them - to be more proactive; to take responsibility for their work; to innovative and to work in new ways. It's about a change of mindset, attitudes and behaviors.

If the central question asked by managers in the KM 1.0 world was "How do we make people share?" the question of the KM 2.0 era is "How do we get things done by better sharing, learning and working together?" And is asked by everyone!

In this talk, David will explore what it means to live and work in a 2.0 business world; to be a 2.0 worker and indeed a 2.0 manager. And what we need to do to make it a reality.

Biography:

David Gurteen has over 30 years' experience working in high technology industries. Today he works as an independent educator and coach helping people to be more creative, innovative and to work more effectively together. He is the founder of the Gurteen Knowledge Community - a global learning network of over 15,000 people in 150 countries. David is also the publisher of the Gurteen Knowledge Website –



the largest resource website of its kind that contains book reviews, articles, people profiles, event calendars, inspirational quotations, an integral knowledge-log and more on subjects that include knowledge management, learning, creativity, innovation and personal mastery.

A frequent speaker and facilitator, he regularly presents on various aspects of knowledge management and informal learning. He is well known for his Gurteen Knowledge Cafés that he runs regularly in London and in other cities around the world. He also facilitates Knowledge Cafés and workshops for organizations and conference organizers. For most of his career David was a professional software development manager and in the late 80s worked for Lotus Development as "International Czar" where he was responsible for ensuring that Lotus products were designed for the global marketplace.

10:30 am **Tuesday 14th October**

Title: **Development and Implementation of a Knowledge Strategy**

Presenter: **Dr Jane Chrystal Central West Catchment Management Authority (CW CMA)**

Jane.Chrystal@cma.nsw.gov.au

Abstract:

The NRM sector, like all other knowledge-intensive sectors, is increasingly becoming more complex, and fast moving, and the flow of information and knowledge is accelerating. It is critical that the Central West CMA has a structured approach for assessing and managing all available knowledge to effectively achieve its goals, aligning with contemporary sound business practice. Globally, there is growing recognition that knowledge is a valuable resource and requires deliberate strategic management.

The CW CMA decided to develop a knowledge strategy through the Land & Water Australia "Knowledge for Regional NRM" program. Representatives from all stakeholder groups (staff, other government agencies, landholders and the broader community) were invited to contribute to all aspects of the knowledge strategy development process. Broad aims included the development of a knowledge-focussed mindset across staff, stakeholders and the broader community, better management of the exponential explosion of information and knowledge, and an increased capacity to respond to requests and issues quickly and effectively.

Biography:

Jane Chrystal has a Ph.D. in science from the University of Sydney, and a Master of Commerce in economics from the University of NSW. She has worked in environment protection and business development in Australia, China and the USA. She has been a knowledge broker, and is now a Program Manager, with the Central West Catchment Management Authority. Her current role covers the management of incentive delivery to landholders contributing to sound natural resource management.

11:15 pm **Tuesday 14th October**

Title: **Slouching Towards Intertwingularity - Digging deeper**

Presenter: **Stephen Collins – Acidlabs**

trib@acidlabs.org

Abstract:

Originally presented in short form at the 2008 Pub(lishing)Camp events in Sydney and Melbourne, this presentation explores social networks, social capital theory and reputation as they apply to knowledge management.

Delving into the management theory and sociological aspects of social capital, we will look briefly at Mark



Granovetter's strength of weak ties, Dr Nan Lin's social capital model and Professor Ronald Burt's views on reputation and leadership. These theories will be examined in the context of leadership in knowledge management as we examine their applicability as underpinnings in expert networks and the ability for individuals to locate expertise.

Taking a lighter turn after the heavy stuff, we'll look at how relationships and reputation are key components in the social networks - real and virtual - that we inevitably turn to in order to locate data, validate it as information and ultimately contextualise it into knowledge."

Biography:

Stephen Collins is the Founder and Chief Troublemaker at acidlabs. Recognised as one of Australia's leading proponents of participatory culture, Web 2.0, Enterprise 2.0 and social networking, he is a driven by a need to help people and organisations effect change in their capacity to retain, distribute and share knowledge. He has extensive consulting experience for a diverse client base across government and private enterprise and has expertise in social media and networking, knowledge management, web strategy, information architecture and user experience.

He is a member of Social Media Today and Social Media Club, industry bodies focused on mentoring expertise, increasing business literacy, advocacy and best practices in social media and social networking in a business context.

He is a frequent speaker and interview subject for media, conferences and seminars in Australia and internationally including Office 2.0 in San Francisco and Interesting South in Sydney. Most recently, in May 2008, an interview with him was featured in a major article on Enterprise 2.0 in Australian CIO Magazine and on June 23 2008 the Australian Financial Review, Australia's lead financial daily, featured his views in a piece on social computing and business. Most recently, Stephen was heard on the Australian Financial Review's podcast, The Scoop, discussing social media and networking value in business.

Stephen is a member of the Information Architecture Institute and Usability Professionals Association and is also a life member of Electronic Frontiers Australia and an Electronic Frontier Foundation member. He is an active organiser and contributor to the BarCamp movement. In 2008, he is a contributing author to the second edition of The Age of Conversation.

1:00 pm

Tuesday 14th October

Title:

Demonstrating ROI for KM projects

Presenter:

Matthew Moore laalgadger@yahoo.co.uk

Abstract:

Demonstrating ROI for KM projects is notoriously difficult. Based on his experiences with IBM & the Australian government, Matt Moore will discuss the issues he faced in constructing financial justifications for KM activities.

Biography:

Matt has worked in the knowledge management space for nearly a decade with organisations such as PricewaterhouseCoopers, IBM, Oracle and now the Australian government. He has served on the committee of NSW KM Forum and blogs here: <http://engineerswithoutfears.blogspot.com/>

**1:45 pm****Tuesday 14th October****Title:****Wikis for improved education in knowledge management****Presenter:****Arthur Shelley**arthur@organizationalzoo.com**Abstract:**

Development of the wiki at the RMIT Graduate School of Business has been around getting students to actively work together whilst they were learning rather than compete for the same information. Collectively the class build a mini KM encyclopaedia based on the latest research in a number of disciplines. As the standard of the content and the use of the tool improved, discussions around the behavioural and relationships aspects of KM were introduced to enhance the learning experience. This highlighted some very interesting aspects of how people learn and why the principles of knowledge management are important to professional development. Humans are social creatures and fundamentally want to interact with other people in what they do. Providing a learning experience where they learn from each other as well as from the “teacher” provides them with the opportunity to do this in a highly productive way.

The key point is the wiki enables assignments to facilitate collaborative interactions between students and decrease the competitive behaviours normally displayed. Each student is given a related topic for the assignment and they are assessed on their own content and how well they link their topic to the other students' topics. So there is reward for sharing knowledge and assignment content rather than hoarding it for themselves. This is an important outcome of the education process. We want to generate professionals who understand the value of building relationships, sharing knowledge and leveraging each others intellectual assets.

Biography:

Arthur has over 20 years experience in professional roles and managing international projects, which have provided unique insights into what motivates people to collaborate. In his former role as the Global Knowledge Director for an international FMCG business, he facilitated virtual global communities to leverage knowledge sharing and increase productivity. He has developed a keen interest in human behaviour and how to successfully implement change. His observations on people have been captured in his USA published book, *The Organizational Zoo, A Survival Guide to Workplace Behaviour*.

An engaging and entertaining speaker and facilitator, Arthur enjoys working closely with groups to leverage their diversity, generate productive interactions and lead change. Arthur's sense of fun and tongue-in-cheek style engages participants, who soon find themselves enjoying observing the animals around them and better understanding how to work more productively with them. A self confessed Owl, Arthur blends a range of work interests including consulting in knowledge and capability development, speaking at conferences, facilitating and coaching project managers and of course posting to on-line knowledge forums. He is currently writing his second book and will soon be teaching Knowledge Management (part time) in the RMIT University MBA course.

3:00 pm**Tuesday 14th October****Title:****What sorts of knowledge do we need to deal with the climate challenge and how do we get there?****Presenter:****Andrew Campbell, Triplehelix**andrew@triplehelix.com.au**Abstract:**

The world faces an unprecedented challenge. We need to make fundamental changes in our economies, our societies, our institutions, our infrastructure, our lifestyles and possibly our values if we are to make the necessary radical shifts to a low carbon economy. We need to do that while coping with the impacts and adaptation challenges associated with the climate change that is already in train, and while doubling world food production over the next forty years, using probably less land and less water. These are



formidable technical and policy challenges that are hard enough even for experts buried in this stuff every day to get our heads around. But their successful implementation — both at a political level and at the level of everyday behaviour of workplaces, families and individuals — gives rise to an unprecedented learning challenge. How do we generate and share the knowledge needed; how do we bridge the gulf between expert and lay perspectives, how do we ensure that decisions at all levels are informed by the best available information? This presentation will explore these questions, informed by current work on the sustainability of the Victorian and global food systems.

Biography:

Andrew Campbell is the Managing Director of Triple Helix Consulting Pty Ltd, a consultancy firm specialising in the business of sustainability, helping progressive organisations in the public and private sectors to develop and implement more sustainable policies, programs and enterprises. Recent clients include the Australian Government, catchment management organisations, large scale sustainable farming enterprises, international research bodies and Australian R&D corporations.

Most recently, Andrew was the Executive Director (CEO) of Land & Water Australia for seven years to 2006, prior to which he was a senior executive in the Australian Government. He was instrumental in the development of Landcare in Australia and has written widely on sustainability issues. He has professional training in forestry and rural sociology from the University of Melbourne and Wageningen Agricultural University in The Netherlands.

Andrew is a Fellow of the Australian Institute for Company Directors and a director of the CRC for Future Farm Industries. His family has been farming in western Victoria since the 1860s. Andrew has been managing the family farm (farm forestry, prime lambs and wool) with the help of a neighbour since 1987.

3:45 pm

Tuesday 14th October

Title:

Business Network Analysis™: A Knowledge Cartography Methodology

Presenter:

Graham Durant-Law, Durant-Law Consulting Pty Limited

graham@durantlaw.info

Organisations typically consist of multiple holonic systems that overlap and interact with one another. Mapping the artefact, interpersonal, inter-positional, inter-unit, and inter-organisational networks of these systems offers one means to understand how the organisation really works. Such an approach allows managers at all levels to quantitatively, qualitatively, and visually manage their responsibilities.

For example, network analysis techniques can be used to map policy artefact relationships, and to understand whether the policy is being used. The same techniques can be used to understand inter-project relationships, and map how projects contribute to strategic business effects. Similarly outcomes can be mapped to a categorised list of broad vulnerabilities, enabling the potential for stakeholder organisations to be more effectively engaged. Organisational network analysis techniques allow managers to understand how stakeholder organisations are actually engaged, including the perceived value and frequency of the engagement. Such analysis allows the inter-organisational information network to be weaved. Finally social network analysis techniques can be used to understand internal communication at the individual and team level.

In short applying a set of network analysis techniques, collectively known as Business Network Analysis™, provides a knowledge cartography methodology to map collective knowledge and picture the knowledge landscape. Understanding the artefact, interpersonal, inter-positional, inter-unit, and inter-organisational networks provides one mechanism to strengthen organisational outcomes. Serendipitous networks can be converted to goal-directed networks, and collective knowledge can be captured and visualised to better manage the organisation.

Biography:

Graham Durant-Law is the principal and director of *Knowledge Matters™*, which also trades as Durant-Law Consulting Pty Limited. Knowledge Matters™, is a boutique company specializing in business



network analysis™ and knowledge management solutions. Some of his more interesting work in recent years has included:

- A literature review for a Royal Australian Navy project that determined the regulatory framework and information management structure necessary to ensure the safety integrity of the Navy's platforms and people.
- The development of an outline emergency response plan that integrates with upstream, lateral and downstream stakeholders for the Australian Capital Territory Division of General Practice.
- Using a system of systems approach, the design and development of the high level project documentation, including requirements and constraints, for a transportable hospital.
- The design and support to a knowledge management system, colloquially known as TARDIS, for Capability Development Group of the Australian Defence Force. TARDIS won the 2004 actKM combined cultural and technological silver award – the first time a combined award of this type was presented.
- A business network analysis™ of an organisation that has a portfolio of projects valued in excess of 40 billion Australian dollars. This analysis revealed hitherto unknown relationships, enabling senior management to make more informed decisions.

Graham has studied all of his adult life. At the moment he is a doctoral candidate at the University of Canberra where he is researching part-time the subject 'Mapping Social Connectivity and Artefact Relationships to Improve Knowledge Productivity'. He has the following tertiary qualifications:

- Bachelor of Science (Physiological Psychology),
- Master of Health Administration,
- Master of Knowledge Management,
- Graduate Diploma in Defence Studies (Public Policy),
- Graduate Diploma in Management Studies, and
- Graduate Certificate in Health Finances.

Graham is in regular demand as a speaker and trainer, both nationally and internationally. He maintains a website and blog which can be viewed at www.durantlaw.info/

4: 45 pm **Tuesday 14th October**

Title: **Wrap up**

Mark Schenk mark@anecdote.com.au

Biography:

Mark is a Director of Anecdote Pty Ltd, specialising in narrative, complexity and knowledge management, and focussed on helping organisations with change management, collaboration, knowledge retention and knowledge strategy and evaluating difficult to measure projects. He was Convenor of the actKM forum from 2003 to 2006, and a member of the actKM executive since 1999. Mark has extensive experience in professional services including the role of Knowledge Manager for SMS Consulting Group. He was also manager of consulting services for a large engineering professional services firm. Mark's recent work has included the development of knowledge strategies in both public and private sector organisations; he is working with several large organisations on their community of practice programs; and the application of narrative approaches to issues such as leadership development, culture change, occupational health and safety (OHS) and program evaluation.

**9:05 am** **Wednesday 15th October****Title:** **Act III - Collaboration Cabaret****Presenter:** **Serena Joyner, Step Two Designs serena_joyner@yahoo.com.au****Abstract:**

This session is Act 3 of the Collaboration Cabaret. This is a multi-stage, multi-layered conference event that offers something to all members of our diverse community. Those with little experience of collaborating online have a chance to learn about it while doing it. Participants with more experience will have an opportunity to give their knowledge or techniques a work out while contributing to producing the first ever Collaboration Cabaret; with built-in ground rules to maintain a high standard of content, all delegates, whether performing, participating or watching on, will enjoy a light-hearted celebration of the actKM community; finally it offers the actKM community a unique opportunity to develop a new collaboration capability with significant potential.

Biography:

Serena Joyner is an experienced public speaker, manager and facilitator, and has been a member of actKM since 2001. Serena brings with her a wide range of collaboration experience – online and face-to-face, between organisations, within organisations, across professional networks and within teams.

Working across natural resources, utilities and professional services industries, Serena's experience spans website and intranet management, decisions support system development, knowledge mapping, software system development and lots and lots of project management. Serena has co-facilitated several public workshops on knowledge management, as well as the online and face-to-face NSW KM Forum. Most recently she managed a team of geographic information systems professionals for the Sydney Catchment Authority, guiding them from being a tiny expertise centre into a becoming a highly valued and visible team, making spatial and catchment information readily available to staff for decision making. Recently Serena joined the terrific team at Step Two Designs to do more good work with teams on intranets and collaboration.

Her strengths include a talent for facilitation and communication, a proven ability to lead teams through difficult projects and a creative approach to problem solving. Serena is trained in complexity and narrative approaches to organisational problem solving – which can be especially useful at home as she is also the mother of two small children. This year Serena started learning the ukulele (mostly with the help of YouTube) and is the volunteer social network facilitator of the Blue Mountains Ukulele Club.

10:30 am **Tuesday 23rd October****Title:** **Value Networks and Partnership Scorecards for Successful KM Adoption****Presenter:** **Laurie Lock Lee, Optimice Pty Ltd llocklee@optimice.com.au****Abstract:**

The idea for this session is to build on a couple of themes that having been running through Act-KM:

- Who Owns KM?; and
- KM Archetypes (as developed by Patrick Lambe and Co.)

We now know that the “KM manager” within an organisation is usually struggling to find a home. Typically they could be in Information Management, HR/Organisational Management, IT, Corporate Services. Wherever they are located there is no doubt that to be effective they will have to form effective partnerships with other KM stakeholders in the organisation.



In this session I would propose to give a 15-20 minute overview of Value Network Analysis and the Partnership Scorecard we have developed based on these concepts. We would then go into an interactive session where we would have the audience “role play” the stakeholders according to some selected archetypes that Patrick worked with last year. With the KM manager at the centre, we will identify roles for HR, IT, IM and give them each an archetype. We will divide the audience up so that they will all get to play a role (4 roles in total, including the KM manager). Each stakeholder group will be given sets of coloured cards. One colour will represent the tangible or “contracted” deliverables expected by each role from the other roles. The other colour will represent the “intangible” of “non-contracted” deliverables that are present when an effective KM programme is in place. Each role will identify a tangible and intangible value flow that it expects from the other roles (playing its archetype behaviour) as well as nominating tangible and intangible value flows that it would contribute to the other roles. We will also ask the relative criticality of the value flows they receive as well as the cost/risk of delivering its own value flows to other roles.

The cards will be collated and pasted on to a value network map to show the identified value flows between the roles. What we would expect to see is:

- Perhaps some mismatches in perceptions of important value flows between givers and receivers.
- Ultimately an agreed suite of value flows and a partnership scorecard that would lead to a successful KM adoption within an organisation.

Biography:

Laurie is a well-known Australian expert in Knowledge Management. He is also one of Australia's leading practitioners in Social Network Analysis for organisational change. After many years of experience in management, research and consulting roles with BHP Billiton and Computer Sciences Corporation, Laurie has this year co-founded Optimice Pty Ltd to concentrate on assisting organisations optimise their business relationships. Laurie has recently submitted his PhD research thesis on corporate social capital effects on share market performance, at the University of Sydney and is in the process of authoring a book on “Multi-sourcing strategies for Corporate Computing and Social Capital: A Global Perspective”.

11:15 am **Wednesday 15th October**

Title: **KM2.0 – Myth or Legend?**

Presenter: **Matthew Hodgson, SMS** MHodgson@smsmt.com

Abstract:

In a recent blog post, Jon Husband wrote that had Web 2.0 been available a decade ago, “what we have called knowledge management would have been embraced and used more successfully”. With all the hype around social computing, what is Jon actually referring to? Surely the last thing we need in our modern knowledge strategies is more technology to distract us? How does it relate to what some people are calling KM 2.0? Is it all just a myth or is it potentially legendary stuff?

Matthew will look at Web 2.0, with a particular focus on how it supports social interaction in knowledge management activities – networking, collaboration and storytelling. He will draw on theories and practices from social and organisational psychology to relate why this social revolution is so important for the future of knowledge management. He will demonstrate some of the tools of the modern knowledge worker, the psycho-social factors behind their success, and present how we can leverage them to support best-practice knowledge management within our organisations, with specific references to case studies in government in the ACT. He will also examine elements of a modern KM strategy in the light of these tools to suggest ways in which we can look at strategically about supporting knowledge management in our organisations, rather than tactically.

From this presentation, attendees will learn:

- Why Web 2.0 is important to the future of knowledge management
- That tools are available to support modern knowledge work
- The value proposition for adopting a social computing approach to KM



- How to take lessons learned from adoption of social computing practices within the workplace and adopt them for knowledge management strategy

Biography:

Matthew Hodgson is regional lead for Web and Information Management at SMS Management & Technology in Canberra. He has over 10 years experience in e-business strategy, information architecture, information management and knowledge management, working with the government and commercial sector to deliver innovative solutions to difficult web problems. Matthew has published papers in the areas of social psychology, has lectured at the University of Canberra on social computing, and is passionate about the way in which technology can positively impact on social change through facilitating interpersonal communication and knowledge sharing.

Matthew's experience is underpinned by a comprehensive applied knowledge of government and international web and information standards, degrees in organisational psychology and knowledge management, and an intimate understanding of Web 2.0, from folksonomies to wikis and blogs.

Matthew blogs at [Matt's Musings](#) and is a contributing author at [The AppGap](#).

12:50 pm**Wednesday 15th October****Title:****Peer Assist on AAR****Presenter:****Cory Banks Parsons Brinckerhoff** CBanks@pb.com.au**Abstract:**

An interactive session looking at two techniques at the same time. Cory Banks will facilitate a Peer Assist workshop on the techniques and models people use for running After Action Reviews and other organisational learning activities. Some pre-conference narrative capture will assist in pulling together stories of people's experience in this space and we'll look to record the learnings through conversation mapping using mind mapping software and make the proceeds available to attendees and the actKM community post conference.

Biography:

Cory has the goal of 'Trying to get people to think'. His focus on adopting knowledge management (KM) principles and techniques is to ensure people are making better decisions and growing through learning and sharing.

He came to KM from working in the fields of coaching, facilitation, information management, customer relationship management and business improvement in public and private sector organisations in Australia, North America, the UK and throughout Europe.

Cory is currently working with PB as their KM manager, strategist, advisor and practitioner for the Australia Pacific region. He is currently based back home in Brisbane and is enjoying the experience of fatherhood.

**1:40 pm****Wednesday 15th October****Title:****Cultural & ethical aspects of knowledge****Presenter:****Dave Snowden**snowded@btinternet.com**Abstract:**

It doesn't matter if you are the CKO of an international conglomerate or attempting to deal with policy issues regarding indigenous social policy, you are operating in a multicultural and multi-lingual culture. It also a multimedia environment; photographs, YouTube, diagrams and oral recordings are a part of rich tapestry of human understanding and meaning-making.

It's no longer good enough to simply store material in single language text based databases and as our capacity to store and share material increases we need to handle significant ethical & security issues. We also need to find ways in which we can use this material to allow us to see things through the eyes of other cultures, to see ourselves as we are seen by others.

This presentation will attempt to chart a way forward through the technical and ethical issues, and will be based on projects in both literate and illiterate communities on three continents.

Biography:

Dave Snowden is a major figure in the movement towards integration of humanistic approaches to knowledge management and sensemaking. He is generally held to be one of the leading practitioners and thinkers in the field of a naturalising (science based) approached to decision theory and sensemaking. Well known for his work on the role of narrative and complexity theory in sense-making, he is an entertaining speaker and a formidable realist, and one of the few thought leaders who can bring together the academic and practitioner perspectives into a single, comprehensible purview. His original degree is in Philosophy from the University of Lancaster and he also has an MBA from Middlesex University.

He is the Founder and Chief Scientific Officer of Cognitive Edge, which focuses on the development of the theory and practice of sensemaking. Cognitive Edge exists to integrate academic thinking with practice in organisations throughout the world and operates on a network model working with Academics, Government, Commercial Organisations, NGOs and Independent Consultants. The Centre spun off from IBM in July 2005 to allow it greater freedom to explore new trans-disciplinary and participatory approaches to research and the creation of an open source approach to management consultancy. The Cynefin framework, which lies at the heart of the approach, has been recognized by several commentators as one of the first practical application of complexity theory to management science.

A native of Wales, he was formerly a Director in the IBM Institute for Knowledge Management and founder of the Cynefin Centre for organisational complexity. He pioneered the use of narrative as a means of knowledge disclosure and cross-cultural understanding. He is a leading keynote speaker at major conferences around the world and is known for his iconoclastic style, pragmatic cynicism and extensive use of stories to communicate what would otherwise be difficult concepts. Tom Stewart, the new editor of Harvard Business Review in his latest book states in the context of tacit knowledge "Dave Snowden, the best thinker I've found on the subject ..." although by way of counter he also comments "he is Welsh and a bit mad".

3:00 pm**Wednesday 15th October****Title:****Reverse Brainstorming Café on the topic 'Innovative and creative strategies to decimate key staff in an organisation'****Presenter:****David Gurteen, Gurteen Knowledge**david.gurteen@gurteen.com

**Abstract:**

Reverse brainstorming helps you solve problems by combining brainstorming and reversal techniques. David will facilitate a workshop to show how you can extend your use of brainstorming activities to draw out even more creative ideas.

Biography:

David Gurteen has over 30 years' experience working in high technology industries. Today he works as an independent educator and coach helping people to be more creative, innovative and to work more effectively together. He is the founder of the Gurteen Knowledge Community - a global learning network of over 15,000 people in 150 countries. David is also the publisher of the Gurteen Knowledge Website – the largest resource website of its kind that contains book reviews, articles, people profiles, event calendars, inspirational quotations, an integral knowledge-log and more on subjects that include knowledge management, learning, creativity, innovation and personal mastery.

A frequent speaker and facilitator, he regularly presents on various aspects of knowledge management and informal learning. He is well known for his Gurteen Knowledge Cafés that he runs regularly in London and in other cities around the world. He also facilitates Knowledge Cafés and workshops for organizations and conference organizers. For most of his career David was a professional software development manager and in the late 80s worked for Lotus Development as "International Czar" where he was responsible for ensuring that Lotus products were designed for the global marketplace.



Conference Organisers:

David Williams david.williams@dewr.gov.au 0412 237 695

David is the convenor of actKM and has been a committee member for five years. David's background is in project management in the construction industry on large projects before working across Defence in the management fields of human resources, information, knowledge, quality, risk and enterprise architecture. David has also worked as a successful management consultant in facilities management and enterprise architecture. He was previously the information architect for DEWR and is currently managing major procurement projects in government departments, including procurement and implementation of information management systems. David has a Diploma in engineering and a Masters degree in project management.

Nerida Hart nerida.hart@lwa.gov.au 0418 423 270

Nerida is the Deputy Convenor for actKM and is currently the Programme Manager for the Knowledge for Regional NRM Program at Land & Water Australia (www.lwa.gov.au/regionalknowledge). This Program is a Natural Heritage Trust funded program which has the overarching objective to facilitate better linkages between regional Natural Resource Management (NRM) bodies and knowledge providers, and to assist regional NRM bodies to better manage their knowledge.

Melanie Randall melanie.randall@lwa.gov.au

Melanie is the co-secretary for actKM and is the science liaison officer in the Knowledge for Regional NRM Programme at Land & Water Australia. Melanie's background in library management and she is currently on secondment from FACSIA for her IM and KM expertise.

Dr Paul James paul.james20@optusnet.com.au

Paul's role on actKM Conference Committee is to manage the Research Forum and Program; and he is the editor of the actKM Online Journal of Knowledge Management. Paul completed a doctorate at Southern Cross University where, with support from the members of actKM, he researched the nexus between Strategic Management and Knowledge Management, focusing on the life cycle of knowledge assets. Dr James is a practicing manager with a large electricity utility, currently working as the Manager Corporate Strategy Development. Residing in Canberra, Paul also teaches strategic management and knowledge management for the University of Canberra, and has developed master's subjects for Southern Cross University on Risk Management and Strategic Asset Management.

Karna O'dea jkodea@netspeed.com.au

Karna is the co-secretary for actKM and is the metadata specialist in the Data Management Section of the Australian Bureau of Statistics. Her background is that of a librarian and a library manager. Karna has also been an active member of ALIA and is involved in organising many of their events enabling the ACTIVE ALIA group to deliver a program which truly "links people with ideas". She has demonstrated a strong commitment to fostering an active professional association - for both ALIA and AGLIN - which engenders enthusiasm and debate in its members.