actkm 2009 – Program of events

Prelude 1:

Activity: actKM Collaboration Cabaret Act I October

Why do ordinary pre-conference networking when you can unleash your creative juices and contribute to the actKM Collaboration Cabaret?! Back by popular demand - this challenging event is again bound to have delegates engaged, collaborating and entertained. Conference participants are invited to collaborate in the weeks leading up to the conference in creating a unique piece of entertainment to be staged at the conference dinner on Day 1. Delegates will have the opportunity to network and brainstorm online, contributing a little or a lot to pulling together a performance - anything from cabaret, game show, even theatre sports. There's no "hypothetical project" here and the challenge has been set to better last year's fabulous production (who knew knowledge managers could be so entertaining?).

Prelude 2:

Facilitators: Cai Kjaer and Laurie Lock Lee, Optimice
Activity: Accelerated Networking activity October

In today's business environment it is all about who you know, more so than what you know. Optimice specializes in connecting people through shared professional interests, specializations, disciplines or similar. This provides clients with unprecedented opportunities to connect with people and develop valuable business relationships. In this activity, participants will contribute to a survey before the conference and on registration, you will able to see Conference Network Maps, Conference Topic Maps and Badge Data with visual clues and a map you can see relationships that were previously invisible allowing participants to make contact and explore the opportunities.

Monday 12th October 9:00 am – Welcome and opening comments – David Williams, Convenor actKM

9:10 am **Caring and Sharing – how positive psychology pulls people (and their knowledge) together**
Presenter: Amanda Horne, Amanda Horne and Associates

Positive Psychology, grounded in rigour and research, is about the scientific study of the conditions and processes that contribute to the flourishing or optimal functioning of people, groups and institutions. In this session, we will gain an understanding of the main messages, theories and concepts, and how this can be applied to knowledge management. Whether we're concerned about how we can be better KM managers, how we can enhance the KM community, or how we can improve knowledge and information transfer, Positive Psychology can provide us with practical insights.

9:50 am **Monday 12th October**
Title: **Faith, Magic and Culture in Knowledge Management**
Presenter: **Patrick Lambe, Straits Knowledge**

In this presentation Patrick Lambe will explore some of the barriers to the professionalisation of KM. He will argue that as a professional community we lack some of the key mechanisms that will make our practice better grounded: we work to a quick fix orientation, we use improvised and unstable methodologies, we rely on a focus on marketing and spin, we lack access to mass observation of KM practices and their effects. The final part of his presentation will raise questions for discussion about how these obstacles can be overcome.

Biography:

Patrick is one of Asia's most respected knowledge management practitioners; Patrick was originally trained in Library Science. He arrived in KM via a second career in training and development, and has been based in Singapore for 16 years. Patrick is also an Adjunct Professor in KM at the Hong Kong Polytechnic University, and is President of the Information & Knowledge Management Society. His latest book is Organising Knowledge: Taxonomies, Knowledge and Organisation Effectiveness.

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10:40 am   **Morning tea**

11:10 am   **Monday 12th October**
Title: **Why Knowledge initiatives fail**
Facilitator: **Arthur Shelley, The Organizational Zoo**

This activity comprises of a facilitated conversation around the complexity of getting a knowledge initiative aligned with strategy, understood by the stakeholders, actioning a project to make it happen, integrating the new concept into the organisation, embedding the knowledge into those that need to know it to get the desired outcomes and then demonstrating the benefits of the program (and proving your initiative is actually the generator of these benefits).

11:50 am   **Monday 12th October**
Title: **Tackling Wicked Problems**
Presenter: **Dr Valarie Brown**, **ANU**

Social change is sending the management of knowledge in two different directions. One is the recognition that there are wicked problems that can't be solved within current thinking, so social learning is required. The other is the strong current towards collaboration in all fields of practice. Effective long-term decision-making on complex issues now becomes a matter of collective inquiry.

12:30 pm   **Lunch**

1:30 pm   **Monday 12th October**
Title: **Collective Intelligence, Communal Mind and the Ecology of Wisdom**
Facilitator: **Dr Jay Martin Hays, ANU**

This workshop focuses on building skills and knowledge crucial to creating environments in which learning and wisdom flourish. Such ecosystems have vibrant cultures, healthy climates, and strong community bonds reinforced through Dialogue and collaborative practice. They do not just acquire or even distribute intelligence; they cultivate inherent wisdom and act wisely within and upon the world. The workshop provides a model that can easily be adapted to diverse organisations and institutions.

2:30 pm   **Monday 12th October**
Title: **Back to the Future for KM**
Facilitator: **Dr Helen Hasan, University of Wollongong**

This session involves an interactive activity where participants are introduced to a vibrant online gaming environment that embeds them in situations where they must cooperate as a team to make strategic decisions based on shared information. This game-based approach and the lessons it promotes for cooperative teams of knowledge workers, are sensible directions for the future of KM based on innate human capabilities that have been suppressed in most work-places but are emerging through the social technologies that are changing our non-work lives.

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3:10 pm	**Afternoon Tea**

3:30 pm   **Monday 12th October**
Title: **Story Slam**
Facilitator: **Mark Schenk, Anecdote**

A Story Slam is a competition where a small number of conference attendees will tell a five minute story on the topic of 'Making a Difference'. The rules are simple: 5 mins per story, no notes, it must be a story. This will be lots of fun with the audience helping out with the judging. And of course, seeing it is a competition, there will be prizes...

7:00 pm   **Monday 12th October**
Activity: **ActKM Awards Presentation**

8:00 pm   **Monday 12th October**
Title: **Becoming a Fourth Generation KM Leader**
Presenter: **Dr David Vaine,**

In this much anticipated speech Dr Vaine tackles the generation gap in the workplace between Gen Y workers and the rest of us, and the implications for assuring the future of minimal impact KM. What are the tools for the future workplace, how can we appear to get on board with them without actually changing anything in the way we work? How can we keep tight hold of the reins of power without creating friction in the workplace with our Gen Y colleagues?

9:00 pm   **Monday 12th October**
Activity: **actKM Collaboration Cabaret Act II**

Tuesday 13th October 9:00 am – Welcome and opening comments – David Williams, Convenor actKM

9:05 pm   **Tuesday 13th October**
Title: **Corporate Social Capital: A New Currency for a Rapidly Changing Economy**
Presenters: **Dr Laurie Lock Lee, Optimice Pty Ltd**

The speed with which the Global Financial Crisis spread around the world has undermined our confidence in the world's banking systems. While many commentators are recommending stronger regulations, a good proportion is also targeting human behaviours and relationships. Corporate Social Capital (CSC) is about people and relationships. CSC will be explained using the example of the Global Financial Crisis followed by a brief overview of the presenter's research that identified strong links between CSC and firm performance in the global information technology services sector. Additionally, some preliminary results will be shared around the identification of "Trust Networks", a critical indicator CSC inside the firm, along with characterising the tension between hierarchy and networks in firms.

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9:50 am   **Tuesday 13th October**
Title: **KM by Design: the use of standards, frameworks and guides**
Presenter: **Sally Burford and Dr Stuart Ferguson, University of Canberra**
This presentation outlines the emerging findings of an empirical study of how large Australian government agencies are using standards, guides, frameworks and models in their pursuit of managing knowledge. The study focuses its enquiry on the role of the Australian standard for KM within the situated complexity of organisational reality. The research considers the role of overarching management frames in steering the knowledge endeavours of the enterprise. If knowledge is viewed as flow, as situated practice or as complex adaptive responses, what is the place of standards and frameworks?

10:30 am   **Morning tea**

11:00 am   **Tuesday 13th October**
Title: **Thinking Skills**
Presenter: **Frank Connolly**
This presentation is on the deliberate application of thinking as a skill and considers how thinking can be introduced as an enhancement to any knowledge initiative. The audience should leave this presentation with an appreciation of Some specific thinking techniques, stories of the practical application of thinking techniques and the outcomes, and how the tools have played an important part in KM activities.

11:40 am   **Tuesday 13th October**
Title: **Abject-oriented: Hanging out with the wrong crowd**
Presenter: **Matthew Moore, Innotecture**
One temptation when discussing the future of KM is to focus internally and tussle with the comfortable. Instead this session asks participants to identify points of view and bodies of theory and practice that they find repellent and then explore what they can learn from them. Matt Moore will discuss his own experiences working with lepers (real ones), consultants, salespeople, and bureaucrats.

12:20 pm   **Lunch**

1:10 pm   **Tuesday 13th October**
Title: **Hypothetical - What happened to KM - looking back at 2020 from 2050**
Facilitator: **Nerida Hart**
Panel: **Mark Schenk, Michelle Lambert and Frank Connolly**
This Hypothetical seeks to challenge the panel and the audience to look back to 2020 from 2050 and envisage what we did well and not so well in managing the intellectual capital of our nation. How did we get to the situation in 2020 and what then led us to where we end up in 2050.   Confused? Well did you actually expect things to get easier, less complicated and clearer in 2050?

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2:00 pm   **Tuesday 13th October**
Title: **Managing the user experience for Gov 2.0**
Presenter: **Andrew Boyd**

Managing the user experience for Gov 2.0 Many promises are being made under the banner of Government 2.0: a more open relationship between government and governed, better access to government data, easy effective online service delivery, cooperative data management, and open consultation on legislation. While it remains to be seen what is possible (and what is desirable) for Government 2.0 in Australia, one basic truth holds: if uptake is important, Government 2.0 needs to be both usable (that is, able to be used) and useful (that is, able to fill some current or future need). This presentation will look at the Government 2.0 user experience as it might exist in the year 2020, and how this could be managed from the perspective of government, community organisation and citizen.

2:40 pm   **Afternoon tea**

3:15 pm   **Tuesday 13th October**
Title: **People, Passion and Place: Expanding our ideas about 'knowledge'**
Presenter: **Dr Siwan Lovett Director, Australian River Restoration Centre**

Better planning, managing and conserving our environment is all about working with people, yet in the natural resources management industry we don't tend to spend a lot of time on this topic. Social aspects of our work are often talked about as important, but generally end up as an 'add on' to a project, or funded separately. This presentation will share the speaker's experiences of working to promote the conservation of biodiversity in river and riparian environments. It will refute the commonly held belief that science and economic 'reason' are the most important motivating factors for behavioural change. Instead, the speaker will discuss the many different forms of knowledge people have about their environment, business, and day-to-day life, and her belief that it is this experiential knowledge that needs to be respected, recognised and integrated into our communication and knowledge management approaches. The presentation will argue that our knowledge management systems need to be able to store, retrieve and integrate this 'experiential' knowledge, so that it is accorded similar status and resources as the 'rational' scientific investments that tend to dominate our natural resources management research sector.

4:00 pm   **Wrap up Mark Schenk**

Conference Organisers:
David Williams   convenor@actkm.org 0412 237 695
Nerida Hart   deputyconvenor@actkm.org 0418 423 270