

Monday 19th October University House ANU, Canberra, AUSTRALIA

9:00 am – Welcome and opening comments – David Williams, Convenor ActKM

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**9:10 am**      **What KM practitioners can learn from Positive Deviance**

David Gurteen      Gurteen Knowledge

*Positive Deviance (PD) is an approach to behavioural and social change based on the observation that in every community there are individuals or groups of people (so called Positive Deviants) whose behaviours and strategies enable them to find better solutions to problems than their peers.*

*In this talk, David will take a look at some of the principals that underlie Positive Deviance and what he thinks KM practitioners can learn from the approach.*

**10:00 am**      **A clever synthesis of knowledge to drive actions**

Arthur Shelley      Intelligent Answers

*An international fast moving consumer good company commissioned an organisational network analysis to determine how the knowledge flows and network connection influenced the performance of their business. This interactive exercise provides the research data to the audience and asks them to formulate a series of projects to enhance the performance of the organisation.*

**10:50**      **Morning tea**

**11:10 am**      **Taking the Terror out of Taxonomies: a mini-workshop**

Lynn Farkas, Lynn Farkas Information Services P/L

*There is a general consensus that taxonomies can play a useful role in knowledge management – but what are they, where do they fit, and how does one use them? This short workshop will steer you through the maze of taxo-nometric terminology and explain how different taxonomy products can be used for different purposes within an organisation.*

**11:50 am**      **Build, buy, bind & bury – deciphering your organisation’s knowledge lifecycle**

Dr Kate Andrews      Knowable

*Even today many organisations who are deeply concerned about potential knowledge loss DO NOTHING. The counterpoint, also typically ignored, is the challenge of actively accelerating development and retention of newly important knowledge assets. The*

*session uses an experiential approach to guide discovery of workshop participants’ critical organisational knowledge.*

**12:30**      **Lunch**

**1:30 pm**      **Knowledge Management for Collaborative Innovation in Development Engineering**

Nick Byrne Knowledge Manager, Engineers Without Borders Australia

*What about utilising knowledge management as a tool for inter-organisational collaboration around important issues such as peak oil & the millennium development goals? In this presentation, Nick presents fundamental questions around data, information, knowledge & wisdom in the context of EWB.*

**2:15 pm**      **Cellular conversations: integrating mind and body knowledge in the workplace.**

Eva Culek, Feldenkrais Practitioner  
Dr Siwan Lovett, Australian River Restoration Centre

*‘.. thought that is not connected to feeling at all is not connected to reality. In order to select a thought there must at least be the feeling that the thought is ‘right’, that is, it corresponds to reality.*

*This presentation will draw on experiential knowledge and the Feldenkrais approach to mind and body work for insights into creating workplaces that foster and nurture not only the human spirit, but mind and body.*

**3:00 pm**      **Afternoon Tea**

**3:30 pm**      **Performance Enhancing**

Matt 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.*

**7:00 pm**      **actKM Dinner, Presentation of Awards and after dinner activity**

## Tuesday 19th October

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### 9:10 am How to Create a Brilliant Organization

Dr Peter Rennie Leadership Australia

*Institutions and organisations dominate many aspects of our physical world. We use them to dam rivers and build cities. They bring food to our tables, educate our children and bury our dead. But organizations do more than provide products and services. They dominate our psychological world too. They develop people, create meaning and build identity. And of course they can destroy all these things. If you want to create brilliant, sustainable organisations, societies and environments this workshop will be of interest to you.*

### 10:50 Morning tea

### 11:10 am Thinking Skills

Frank Connolly Quick Think

*The details of this presentation will be revealed during the activity as techniques in rapid thinking designed to challenge and inform the participants.*

### 11:50 pm A case study on KM projects at ANU using Drupal

Christopher Skene, ANU

*Drupal Books has been used successfully at ANU to increase the velocity of information sharing and knowledge transfer. This case study will discuss the challenges and benefits obtained from this successful implementation.*

### 12:30 pm Lunch

### 1:20 pm Using Story Spine to generate alternative scenarios to a real life business problem

Michelle Lambert, KM Roundtable

*Taking a real life problem, Michelle will work with us using a modified story spine technique to generate alternative scenarios of “what happens if we continue down this path? What is likely to occur and what consequence will it have?” and “what happens if we make changes? And what would those changes need to be?”. The outcomes will be based on knowledge and learnings of experienced practitioners.*

### 2:00 pm Hitching a ride on the ACTKM08 Social Media express - Surviving the GFC and WTO Global Trade Tidal Waves in a Manufacturing World

Kerri Anne Christian BlueScope Steel

*A case study in late 2008 Blue Scope Steel found itself tossed around with the craziness of the global financial crisis - facing increasingly protectionist international markets as domestic markets were also impacted. As a geeky metallurgist, Kerri Anne had to find efficient & effective ways to get up to speed on globalisation & international trade issues (more the field of economists)*

### 2:40 pm Afternoon tea

### 3:00 pm I like Swipe

Presenter: Bruce Wren NetCat

*A demonstration on NetCat's latest productivity tool for managing organisational capital. This brief presentation demonstrates is an example of where some of the technology is headed and how it can easily benefit organisations.*

### 3:20 pm Who killed knowledge management?

Nerida Hart HartKnowledge Consulting  
Chandni Kapur

*Knowledge Management efforts die. A few take successful flight but a significant amount of initiatives die a quiet lonely sometimes painfully expensive death. Why sometimes despite the best intention does knowledge management see this fate. This sessions takes a reflective look at some of the deep underlying behaviours that businesses need to reflect on to encourage people to share knowledge. The wisdom from fables and folklore have some clues...*

### 4:00 pm Wrap up Mark Schenk and David Williams

Conference Organisers:

David Williams [convenor@actkm.org](mailto:convenor@actkm.org) 0412 237 695

Nerida Hart [deputyconvenor@actkm.org](mailto:deputyconvenor@actkm.org)

Chandni Kapur [treasurer@actkm.org](mailto:treasurer@actkm.org)

Dr Paul James [actkmjournal@actkm.org](mailto:actkmjournal@actkm.org)

Karna O'Dea [secretary@actkm.org](mailto:secretary@actkm.org)

Melanie Randall [secretary@actkm.org](mailto:secretary@actkm.org)