

8 - 9 August 2018, Canberra Rex Hotel, ACT, Australia

# KNOWLEDGE MANAGEMENT AUSTRALIA 2018

The Australian Government Edition  
8 -9 August 2018, Canberra Rex Hotel ACT

PAST  
PRESENT  
FUTURE



Led by:  
**Bill Kaplan,**  
*Founder and Principal Consultant, Working Knowledge<sup>CSP</sup>*

A recipient of the 2016 Knowledge Management Leadership Award, Bill was recognized as one of the world's 50 most influential Knowledge Management professionals at the 2016 Global Knowledge Management Congress and Awards in Mumbai, India.



Featuring:  
**Mr. Cory Lee Cannon, Knowledge Management Specialist**  
*United Nations Command/Combined Forces Command/United States Forces Korea*

Responsible for Knowledge gap analysis, Battle Rhythm synchronization between the three commands, and integrating Knowledge Management into the operations and plans process to support the Commander's decision-making process, also was part a Combined/Joint Task Force Operation Inherent Resolve in Kuwait where he was the Chief Knowledge Manager for the 66-nation coalition for the fight against ISIL

[www.arkgroupaustralia.com](http://www.arkgroupaustralia.com)

and **Knowledge Management Australia 2018 Sydney, NSW**

1-2 August 2018, Holiday Inn Potts Point, Sydney, NSW, Australia

# PAST PRESENT FUTURE

## Two Cities - Two Weeks You Choose

Since 2004 Knowledge Management Australia has led the Asia-Pacific in presenting and moving knowledge management forward.

This years' KM Australia, is taking it not just a step forward, but a leap forward. We will learn from the past, take from the present to move to the future. We need to not be hesitant in moving the KM agenda and how to bring all silos of your organisation in an enterprise wide effort in:

### **Collaborating, Sharing, Learning, Information, Innovating & Communicating**

Working with Bill and Cory, you will take part in case studies and insights with the top thinkers in KM in Australia:

Department of Defence

Sydney Trains

Office of Public Prosecutions Victoria

Knosys

Strategic Innovation Lab

University of Adelaide

Emergency Management Victoria

Block Chain Global Advisors

### **Post-Congress Workshops: Thursday, 9 August 2018**

#### **Morning Workshop**

**Workshop A: A Simple and Effective Approach to Developing Your KM Strategy and Implementing Framework**

Facilitated by: **Bill Kaplan, Founder and Principal Consultant, Working Knowledge<sup>CSP</sup>**

This workshop will help you to think through your organization's path to developing an effective KM Strategy and Implementing Framework. You to gain the understanding required to develop a relevant KM Concept for your organization based on a solid understanding of what you want to do with KM and why, develop a KM Strategy that fits your culture and workforce dynamics, and then to determine what implementing practices work best based on your KM concept and strategy, and desired outcomes.

#### **Afternoon Workshop**

**Workshop B: Commander's Decision-making Cycle and Battle Rhythms**

Facilitated by: **Mr. Cory Lee Cannon, Knowledge Management Specialist, United Nations Command/Combined Forces Command/United States Forces Korea**

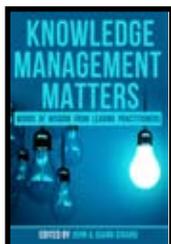
What the delegates will learn from the session: The delegates will learn how to develop meetings into an information flow diagram and how the information flows up to a commander's decision.

#### **First Fifty Organisational Registrations ONLY**

Receive a FREE copy of John Girards NEW Book

### **Knowledge Management Matters**

Words of Wisdom from Leading Practitioners



- Stephanie Barnes, Director of Doing Things Differently at Art of Innovation
- Shawn Callahan, Founder of Anecdote
- Paul Corney, Founder of knowledge et al
- Nancy M. Dixon, Author of Common Knowledge, HBSP
- Stan Garfield, Knowledge Management Author, Speaker, and Community Leader
- Anthony J. Rhem, President/Principal Consultant of A.J. Rhem & Associates, Inc.
- Arthur Shelley, Founder of Intelligent Answers
- Douglas Weidner, Chairman & Chief Instructor of KM Institute
- Ron Young, Founder of Knowledge Associates International

#### **Social Media**



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# PAST PRESENT FUTURE

DAY ONE OF CONGRESS - Wednesday, 8 August 2018

8.00 Registration and refreshments

8.30 Chairperson's opening remarks



**Bill Kaplan, Founder and Principal Consultant, Working Knowledge<sup>CSP</sup>**

Bill will give a brief overview of the day and what to expect.

8.35 **Power of the People: Past, Present and Future**

From the very first days of knowledge management, we have explored a variety of ways to create and exchange organisational knowledge. Over the past three decades much has changed in our use of technologies and processes to achieve our knowledge goals; however, the significance of people has never wavered. So, what will the future hold? In a world of big data, artificial intelligence and machine learning, will people retain their prominence? This engaging session will explore how people, with a special emphasis on teams, will be central to knowledge management in the future.

- » Applying the team development process
- » Collaborative decision making
- » Establishing and achieving team goals
- » Applying knowledge sharing techniques
- » Conducting after action reviews



**Bill Kaplan, Founder and Principal Consultant, Working Knowledge<sup>CSP</sup>**

9.20 **Where do we begin and moving forward from that point**

- » Aligning business centres in a whole of Defence approach
- » Lessons learnt from the obstacles
- » Lessons learnt from opportunities
- » The importance of stakeholder engagement
- » Caution when communicating change



**Sarah Zuiderduin, E&T Knowledge and Information Manager, Department of Defence**

10.05 Morning refreshments and networking **#kmaus**

# PAST PRESENT FUTURE

DAY ONE OF CONGRESS - Wednesday, 8 August 2018

## 10.20 **We Learn As One**

In November 2015, Victoria's first lessons management framework was released. The EM-LEARN framework established a model for lessons management, including a life cycle that defined cultural characteristics and lessons management process, based on research. The release of the EM-LEARN framework (the framework) was a key communication and education tool as a first step to begin clarifying roles, responsibilities, processes, terminology and expectations.

The State Review Team (SRT) is Victoria's key governance committee for lessons management and the development of the EM-LEARN Framework and championing lessons management over many years. The SRT began as a small group of people passionate about sharing and learning collaboratively and in 2018 it has evolved to consist of representatives from 17 emergency management organisations. The SRT is now the leadership group that provides strategic influence, direction and state level oversight of operational assurance activities including debriefing, monitoring and review activities to promote sector wide consistency, learning and continuous improvement in a coordinated and effective manner.

This presentation will step through the SRT's journey in creating and implementing a lessons management system across the Victorian emergency management sector which has led to Victoria's first state level / multi agency lesson being identified using the EM-LEARN lessons management model.

Through the collaboration of the SRT and their leadership role in lessons management, the sector is striving to continuously improve in real time together rather than organisations or individuals learning independently and inefficiently. People are empowered to actively contribute to continuous improvement of the sector to support the vision of "safer and more resilient communities". Lessons management provides the platform for holistic learning based on a diverse and comprehensive evidence base that wouldn't .

Delegates will gain an in-depth understanding about:

- ▶▶ The Victorian emergency Management Lessons Management model,
- ▶▶ How Lessons Management is being implemented in a multi-agency context to capture, analyse and share knowledge to ensure continuous improvement into the future, and
- ▶▶ What success looks like for knowledge and Lessons Management in Victorian Emergency Management.



**Lisa Marie Jackson, Manager Standards and Review, Emergency Management Victoria**

# PAST PRESENT FUTURE

DAY ONE OF CONGRESS - Wednesday, 8 August 2017

## 11.05 **What fraud, drug trafficking and murder can teach you about knowledge management**

Every working environment has different types of information it needs to manage. The Office of Public Prosecutions prosecutes serious criminal offending in Victoria. We need to know the law and how to apply it. We also need to know who is responsible for doing what in the criminal justice system, and how they need to do it. And this information is changing all the time. This session explains how we have collaborated with Knosys to manage that information and, in doing so, deliver a better prosecution service for Victoria.

- ▶▶ Using knowledge management tools to build better work practices
- ▶▶ Developing content that is easy to understand when the underlying ideas are not
- ▶▶ Avoiding reinventing the wheel when it comes to knowledge content
- ▶▶ Making sure your knowledge management project is well planned for today and the future

Through this case study Erik will share with delegates the lessons from rolling out a knowledge management platform, including proper planning, developing engaging content and making sure the outcome outlives the project.

### **Erik Dober, Senior Solicitor – Technology Specialist, Office of Public Prosecutions Victoria and Knosys**

*Erik is an experienced criminal lawyer who has prosecuted serious offences in Victorian courts. He is part of a team of solicitors developing the Office of Public Prosecutions' knowledge management platform and has devised technology-based solutions for the legal practice.*

*Prior to working at the OPP, Erik developed judicial education projects for Victorian judges and magistrates.*

*Erik holds a Bachelor of Laws (Honours) and Bachelor of Economics from La Trobe University, and a Graduate Diploma (Legal Practice) from the Australian National University.*



## 11.50 **Knowledge Management in a Combined/Joint Environment**

In the current era of shrinking budgets, increasing amounts of worldwide natural disasters, state and non-state initiated conflicts within the world. The response has involved multinational coalitions to conduct effective military operations. The need for a Knowledge Management strategy when developing these coalitions have been overlooked in the past and the need for developing these accords early on will save time and help shape the way information and knowledge are transferred from the staff and action officers of the coalition to the decision-makers in order to make timely decisions within an ever changing environment. The aim of this paper is to show how Knowledge Management has developed within the United States military and how the transformation of working within a Combined/ Joint environment in both the Middle East and the Far East has improved relations between members of the coalitions as well as being more effective as a military force. These same principles could be applied to multinational corporations when dealing with cultures and decision-making processes.

- ▶▶ Knowledge Management in Middle East Operations
- ▶▶ Knowledge Management in Far East Operations
- ▶▶ Failures in Knowledge Management programs within the military
- ▶▶ You will learn how two different coalitions from two different operational areas on what they focus on in terms of Knowledge Management focus areas

### **Mr. Cory Lee Cannon, Knowledge Management Specialist, United Nations Command/Combined Forces Command/United States Forces Korea**



12.35 Networking lunch (Please let us know two weeks prior of any dietary requirements)

# PAST PRESENT FUTURE

DAY ONE OF CONGRESS - Wednesday, 8 August 2017

## 1.35 Turning the Page on Storytelling

Stories embed in ways that facts and data do not. How can we learn from stories, observe the stories we are currently telling and create the stories for the future? What is the difference storytelling can make for you and your organisation?

This session explores storytelling by looking at:

### The Past

*"If history were taught in the form of stories, it would never be forgotten."* Rudyard Kipling

- ▶▶ How do we pass on knowledge and influence? What are the stories currently being told about your business, your team, your organisation
- ▶▶ What are the stories you tell about yourself and how does that impact the present - *"Data tells you what's happening. Stories tell you why it matters."*

### The Present

The stories passing through our minds right now are coding the cells of the most sophisticated computer we will ever own - our brain -

- ▶▶ What is the impact of our own stories?
- ▶▶ How do our stories shape who we are and what we do?
- ▶▶ What can we do about it?
- ▶▶ Learn a technique to intercept the less helpful stories and make space for the stories that will allow us to grow and learn

### The Future

*"the best way to predict the future is to create it"* How to write the stories for the trajectory you want - stories activate seven parts of the brain, triggering multiple neural receptors, while facts and data activate two areas of the brain to do with processing of language. How can you communicate facts and data, through stories, in order to create memorable messaging?



**Jacqueline Linke, Manager Innovation & Strategy, Sydney Trains**

## 2.20 Digital disruption: can KM "smooth" the way?

No existing industry will be immune from the upcoming challenge of digital disruption and automation. Industry, governments, not for profits will all be affected. We are facing a fundamentally different world to what we know today.

Current estimates are that about 3.2 million full equivalent jobs will be displaced in Australia alone by 2030. All sectors will be affected; some more than others.

Technology is changing at an exponential rate. Process digitisation, AI, Blockchains, the Internet of Things, machine learning.

This presentation will focus on what knowledge management has taught us over the past 20 years or so from a socio-technical point of view. How can KM principles and tools support organisations and people in such wholesale change? What are the key risks to be faced? How might we face them? What will be the rewards for addressing these risks well? What can we do now? Next month? Next year?

The presentation is based on substantial historical and inductive research. Key takeaways from the presentation will be

- ▶▶ An improved understanding of the 6 knowledge risks all organisations face in this scenario
- ▶▶ Insights into how existing KM tools can be applied to "smooth" the way
- ▶▶ The important role of alliances, communities and networks in synergising change processes
- ▶▶ A glimpse at what will be needed for individuals to remain relevant in a totally different world



**David Pender, Principal, Knowledge Perspectives, Adjunct Senior Lecturer- Business School, University of Adelaide, Chief Knowledge Officer, Block Chain Global Advisors**

David is the Principal of Knowledge Perspectives. After practising as a Chartered Accountant for 14 years, he spent 12 years in senior management positions in the financial services industry.

He currently teaches in Adelaide University's MBA program in Adelaide and Singapore, conducting courses in knowledge management, leadership and negotiation. He is a frequent facilitator in Executive Education programs at that University.

David holds an MBA from the University of Adelaide. His primary past research there examined the relationship between intra-organisational collaboration and the social network structures that are formed as a result.

# PAST PRESENT FUTURE

DAY ONE OF CONGRESS - Wednesday, 8 August 2017

3.05 Afternoon refreshments and networking **#kmaus**

## 3.20 Reinventing Knowledge Management with Gamification

Organisations around the world are rethinking the design of their systems and processes to drive better outcomes. One of the tools used is gamification, or the use of a games, game elements and a game design mindset, to create more engaging experiences and innovative approaches to traditional business functions. In this session, Marigo will lead a session on how gamification is being used to rethink and even reinvent knowledge management.

In this session we will discuss a wide range of case studies of how organisations have used different types of gamification in the knowledge management domains of:

- » Learning and development
- » Knowledge capture and knowledge sharing
- » Collaboration and crowdsourcing
- » Co-creation and co-design



**Dr. Marigo Raffopoulos, Founding Partner and Principal Consultant, Strategic Innovation Lab @marigo**

## 4.05 The Curious Cafe

Have you ever taken part in a session and two hours later thought "I should have asked this" Well, now is your chance and before you forget again, you can write down your question on the Curious Cafe card or on the assign whiteboard prior to the cafe.

All of the speakers for the day will assemble for an open Q & A on all aspects of KM, not just what was covered in their sessions.

There will be question cards made available and question boards in the back for you and we will be collecting them through-out the day or use #kmaus.



Produced by:

# Half Day Workshop: Morning

DAY TWO OF CONGRESS - Thursday, 9 August 2018



## A Simple and Effective Approach to Developing Your KM Strategy and Implementing Framework

**Registration and refreshments: 8.30 am**

**Workshop starts: 9.00 am**

**Morning break: 10.30 am**

**Workshop continues: 10.45 am**

**Workshop ends: 12.00 pm**



**Facilitated by: Bill Kaplan, Founder and Principal Consultant, Working Knowledge<sup>CSP</sup>**

### About the workshop:

An organization must have an idea, a concept, about where it wants to go with knowledge management, how it's going to get there, and what it's going to do to implement KM in a consistent, sustainable and measurable way to achieve better operational or business performance . . . that is the promise of knowledge management." Bill Kaplan, Founder, Working Knowledge<sup>CSP</sup>

#### Practical Application:

This workshop will help you to think through your organization's path to developing an effective KM Strategy and Implementing Framework. This is neither a so called "certification" course that promises to "certify" you in KM, nor is it an academic exercise in KM concepts lacking practical outcomes or outputs.

Rather, it is an opportunity for you to gain the understanding required to develop a relevant KM Concept for your organization based on a solid understanding of what you want to do with KM and why, develop a KM Strategy that fits your culture and workforce dynamics, and then to determine what implementing practices work best based on your KM concept and strategy, and desired outcomes.

#### Workshop:

Many organizations understand the increasing relevance and value not only of the organizational knowledge, but also of the personal knowledge that exists within their organizations. Organizations also understand that is important to continuously "create value from their knowledge" as a means to achieving their business objectives and performance and mission outcomes.

A common question is "Can I do this? and "Where do I start?"

I developed the CSP Model to help organizations like yours successfully create a knowledge driven organization based on practical and context relevant concepts that form the baseline for building and achieving a realistic KM strategy supported by sustainable implementing practices.

The CSP model provides leader's and their workforces a clear road map. It is presented in understandable terms supported by ready-to-implement ideas that can be used to begin to think about and then to build smarter, more successful organizations by maximizing the knowledge that is already inside their organizations before it is lost through turnover or other attrition.

The CSP Model is divided into three phases:

- Knowledge Concepts
- Knowledge Strategy
- Implementing Practices.

**Concept:** Understanding (1) the future state that you wish to achieve from leveraging "what you know about what you do" to improve business or operational performance, and (2) the outcome that you wish to achieve through your investment in Knowledge Management (KM).

**Strategy:** Any KM investment should be grounded in the overall strategic plan of your organization. Developing a KM Strategy and codifying this as part of the overall strategic plan helps to embed KM as an achievable and valued objective that is supported by leadership.

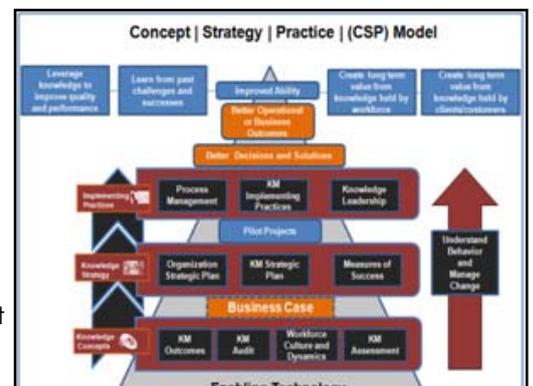
**Practice:** Identifying and implementing the relevant KM practices, tools, and techniques that you will embed in your organization as "part of the way you work" to consistently capture, adapt, transfer, and reuse the critical and relevant knowledge needed to drive your business or mission outcomes.

To move from concept to strategy to implementing practice, to enable your organization (top down) and workforce driven (bottom up) behavior and knowledge culture, the organization must focus on (1) easily stated and easily understood outcomes, (2) tied to relevant measures of (KM) success, that (3) must be tracked to existing strategic initiatives and measures of value.

This workshop is especially relevant in helping you to decide if you can develop and implement a KM Strategy and Implementing Framework internally or if you need outside help. In either case, you will benefit from this workshop by improving your ability to think through what is required and asking the right questions from the beginning.

Prior to the workshop attendees are asked to complete a very short questionnaire about the "Knowledge Management Environment" (KME) in their organizations. This insight is used to craft the workshop to fit this audience and its relative KM maturity and workshop objectives. The workshop will be about you and your KM needs.

**All attendees will receive a workbook that carries the discussion from the workshop back to the workplace and serves as a summary of our workshop discussions and your learnings.**



# Half Day Workshop: Afternoon

DAY TWO OF CONGRESS - Thursday, 9 August 2018



## Commander's Decision-making Cycle and Battle Rhythms

**Registration and refreshments: 12.30 pm**

**Workshop starts: 1.00 pm**

**Afternoon break: 2.30 pm**

**Workshop continues: 2.45 pm**

**Workshop ends: 4.00 pm**



**Facilitated by: Mr. Cory Lee Cannon, Knowledge Management Specialist, United Nations Command/Combined Forces Command/United States Forces Korea**

### About the workshop:

This workshop will help you to think through your organization's path to developing an effective KM Strategy and Implementing Framework. You to gain the understanding required to develop a relevant KM Concept for your organization based on a solid understanding of what you want to do with KM and why, develop a KM Strategy that fits your culture and workforce dynamics, and then to determine what implementing practices work best based on your KM concept and strategy, and desired outcomes.

- ▶▶ Development of 7 Minute Drills
- ▶▶ Development of Information flow diagrams
- ▶▶ Development of Battle Rhythm

**You will learn from the session: The delegates will learn how to develop meetings into an information flow diagram and how the information flows up to a commander's decision.**

### About Cory Lee Cannon:

Mr. Cory Lee Cannon, (Major Retired USAR), from Emporia, Kansas is a Certified Knowledge Manager and is currently working as Chief Knowledge Operations at United Nations Command, Combined Forces Command, and United States Forces Korea (UNC/CFC/USFK) in Seoul, South Korea. Responsible for Knowledge gap analysis, Battle Rhythm synchronization between the three commands, and integrating Knowledge Management into the operations and plans process to support the Commander's decision-making process. He has served 20 years in the United States military between his enlisted time 1998- 2002 in the United States Marine Corps as a field radio operation, where he rose to the rank of Lance Corporal then transferred to the United States Army Reserves where from 2005 to 2015 he deployed 3 times to Iraq and Kuwait where he was a Platoon Leader and Executive Officer for a Transportation Company which performed Convoy Logistics Platforms in support of Operation Iraqi Freedom. His second deployment in Operation Iraqi Freedom and Operation New Dawn he was the Deputy Knowledge Management Officer for an Expeditionary Sustainment Command. In his most recent deployment he was assigned to the Combined/Joint Task Force Operation Inherent Resolve in Kuwait where he was the Chief Knowledge Manager for the 66-nation coalition for the fight against ISIL

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# 5 WAYS TO BOOK YOUR PLACE AT THIS EVENT

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## KM Australia 2018: Canberra

8 - 9 August 2018, Canberra Rex Hotel

### PUT YOUR DETAILS HERE (PLEASE PRINT):

Send One Person to Both Days,  
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Delegate	Day One and Both Workshops	Day One & One Workshop <input type="checkbox"/> A or <input type="checkbox"/> B	Day One	Post-forum workshops <input type="checkbox"/> A or <input type="checkbox"/> B
Standard pricing	<input type="checkbox"/> \$3580 + GST = \$3938	<input type="checkbox"/> \$2190 + GST = \$2409	<input type="checkbox"/> \$1495 + GST = \$1644.50	<input type="checkbox"/> \$695 + GST = \$764.50
Early bird (exp: 14/06/2018) Not valid with any other offer	<input type="checkbox"/> <b>Save \$1000</b> \$2580 + GST = \$2838	<input type="checkbox"/> <b>Save \$400</b> \$1790 + GST = \$1969	<input type="checkbox"/> <b>Save \$300</b> \$1195 + GST = \$1314.50	<input type="checkbox"/> <b>Save \$100</b> \$595 + GST = \$654.50

Delegate	Name	Job title	Twitter Handle	Email
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<b>2nd 50%</b>				
<b>3rd 50%</b>				
<b>4th 50%</b>				

Signature

I have read and accepted the booking conditions

Please note: Payment must be received in full prior to the event to guarantee your place

Mastercard  Visa  American Express

Card number

Expiry date

Cardholder's name

Cardholder's signature

Payment enclosed (Cheques should be made payable to Ark Group Australia Pty Ltd)

Please invoice me

#### Booking conditions

- Bookings can be submitted at any stage prior to the event, subject to availability. A limited allocation is being held and booking early is therefore recommended. In the event of the booking not being accepted by Ark Group Australia the total amount will be refunded.
- Payment must be received in full prior to the course.
- All speakers are correct at the time of printing, but are subject to variation without notice.
- If the delegate cancels after the booking has been accepted, the delegate will be liable to the following cancellation charges:
  - Cancellations notified over 45 days prior to the event will not incur a cancellation fee.
  - In the event of a cancellation being between 45 and 30 days prior to the event, a 20% cancellation fee will be charged.
- For cancellations received less than 30 days prior to the event, the full delegate rate must be paid and no refunds will be available.
- All bookings submitted by e-mail, fax, or over the telephone are subject to these booking conditions.
- All cancellations must be received in writing.
- Ark Group Australia will not be held liable for circumstances beyond their control which lead to the cancellation or variation of the programme.
- All bookings, whether Australian or overseas will be charged Australian GST at the prevailing rate at the time of booking.
- Delegates are responsible for their own travel, accommodation and visa requirements.

We occasionally allow reputable companies to mail details of products we feel may be of interest. If you do not wish to receive this service, please tick this box

### Event venue and accommodation

Preferential rates are available at the

#### Canberra Rex Hotel

150 Northbourne Ave, Braddon ACT 2612

(02) 6248 5311

Built in 1959 as "the Luxury Hotel" in the nation's capital, the Canberra Rex has stood as an iconic landmark for over 55 years. A home away from home for accommodations and celebrations enjoyed by all including Royalty, Foreign dignitaries, world famous entertainers, prime ministers and US Presidents.

The Rex Hotel has been beautifully restored to its former glory, making it one of Canberra's prominent landmarks the epitome of classic elegance and style.



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