

"All our knowledge has its origins in our perceptions."

Knowledge Management Australia 2017

Collaboration
Creation
Innovation
Retention

Knowledge Sharing
Contribution
Engagement
Global

Tools and Tech
Barriers
Change
Agile

NATO HQ Supreme Allied Command Transformation
Dubai Police Force
Arup
World Vision International
Stemke Consulting Group – USA
Tactical Training Group, Pacific, U.S. Navy—TACTRAGRUPAC
Singapore Power
The University of Sydney
Ernst&Young
Department of Defence
The Gov Com Group
Change Agents Worldwide
Change Management Toolbox
KPMG International
Intelligent Answers (Founder of The Organisational Zoo)
SWOOP Analytics
Service NSW
Department of Immigration and Border Protection
Meyer Vandenberg Lawyers
Advance Knowledge Networks
Optimice Pty Ltd
National Indigenous Radio Service

Current Partners



www.kmaustralia.com



1 - 3 August 2017, Parkroyal Darling Harbour, Sydney Australia

Knowledge Management Australia 2017

Our expert panel of speakers will share successful strategies, case studies and initiatives that have made a difference in their organisations.

KM Australia 2017 will allow you to:

- ◉ Hear practical presentations from renowned international and Australian knowledge management experts
- ◉ Involve yourself in interactive exercises and debates
- ◉ Listen to practitioner case studies and be equipped with real life examples and strategies
- ◉ Participate in a range of networking, interaction and discussion opportunities in the unique conversational format

Social Media



KM Australia

LinkedIn KM Australia



#kmaus @kmaustralia

Post-Congress Workshops: Thursday, 3 August 2017

Morning Workshops

Workshop A: KM Principles in Action!

Facilitated by: Michael Hill, Common Operational Picture / Common Tactical Picture Mentor, Certified Knowledge Manager, Tactical Training Group Pacific, U.S. Navy

Workshop B: Driving Innovation through a Different Kind of Collaboration: Dynamic Structured Conversation Techniques

Facilitated by: Marie O'Brien, Director, The Partnership People; Chair of NSW KM Forum
Brian Bailey, Technology Innovation Manager, Faculty of Arts and Social Sciences (FASS), University of Sydney

Workshop C: Change, Education, Training and Gaining Acceptance

Facilitated by: Andy Anderson, CIS Staff Officer, NATO HQ Supreme Allied Command Transformation

Afternoon Workshops

Workshop D: Designing a Next Generation SharePoint Knowledge Network Platform

Facilitated by: Jeff Stemke, President, Stemke Consulting Group

Workshop E: World Vision International: Bringing Your Communities Together

Facilitated by: Jack Merklein, Director of Knowledge Management, Evidence and Learning, World Vision International

Workshop F: Accelerating Organisational Performance Outcomes through Advanced Knowledge Leadership Practices

Facilitated by: Ibrahim Seba Al Marri, Director Knowledge Management, Dubai Police
Arthur Shelley, Intelligent Answers, Founder:
The Organizational Zoo Ambassadors Network

#kmaus

over 2000 tweets every year for the last four years,

9.00 Registration and refreshments



9.30 Chairperson's opening remarks –

Michelle Lambert, Director, Change Management Toolbox @changechamp

9.45 **International Keynote:**

Knowledge Management – how is it really practised?

With a large turnover of staff, hear from Andy about one of NATO's real challenges, different cultures, languages, and geographic spread of the 28 member nations club (the most diverse virtual team).

- Implementing IM and KM tools
- Training staff in procedures for Allied Command Operations across the NATO Enterprise
- Preparing IM policy and technical solutions



Andy Anderson, CIS Staff Officer, NATO HQ Supreme Allied Command Transformation

As the CIS Staff Officer at NATO HQ Supreme Allied Command Transformation in Norfolk, Va, USA. Andy is involved in defining the requirements and leading on the development of HQ SACT as a Knowledge Centric Organisation through the effective deployment of information and knowledge management systems. He also teaches KM and other related subjects on the IKM Course at the NATO school, Oberammergau, Germany.

10.45 **Reforming your Knowledge Management System**

- How to best display information without it looking so redundant or siloed as 'additional information'
- Tackling changes and challenges

Mark Juanero, EKSS Product Manager, Enterprise Knowledge Support System Team, Digital Transformation and Channels Division, Department of Immigration and Border Protection

11.30 Morning refreshments and networking #kmaus

11.45 **Creating Extraordinary Value from What Your Company Already Knows**

Leaders are looking for cost reduction, revenue growth, quality and safety. Yet many KM projects wither due to difficulty in showing meaningful results. Stemke provides metrics linked to KM methods that demonstrate extraordinary value. Unfortunately, "what you know" is disappearing in many organizations due to retirements and shrinking job tenure. KM methods and technologies can retain knowledge and accelerate expertise, helping you to thrive during the "millennial crew change." You will learn how to:

- Document results leaders want in key metrics (e.g., cost savings, revenue, quality and safety)
- Use effective knowledge transfer to reduce time to competency of new employees by 50%



Jeff Stemke, President, Stemke Consulting Group

12.30 Networking lunch (Please let us know of any dietary requirements two weeks prior to congress)

Simultaneous Synergistic Streams: Choose Your Stream to Attend

Public Sector



Chairperson: Brigid Costello, Principal, Cambrai Consulting. (Brigid is passionate about organisations realising opportunities by leveraging knowledge and building positive cultures)

1.30 **Knowledge DNA:**
A case-study led interactive module

This session will focus on a case study of a Government knowledge eco-system at Service NSW; a one-stop shop for high touch and impact customer orientated Government transactions.

- Knowledge strategically transforms self-service as a service
- The journey from business architecture and technology to customer experience and service delivery
- Consolidating Federated Government Knowledge, balancing legislation, IT and the customer



Bryan Williams, Chief Knowledge Officer, Service NSW

Bryan is a member of a plethora of associations and executive advisory panels. His hobbies include travel, food, and spending quality time with friends and family



2.15 **Quest for the Holy Grail – Dragging a monolithic organisation into the 21st Century**

Defence has a workforce of 100,000+. This session focuses on complexities associated with managing the corporate aspects, as opposed to the warfighting arena, of IM/KM although the two overlap and are interdependent. It will discuss people, processes and technology from managing records to managing data and information to harnessing knowledge, and the constant battle between technology driving business or business leading technology. It will propose that success depends upon an increased emphasis on people, Defence's most valuable asset.

- Challenges in managing information as a corporate asset (Records Management)
- ICT vs IM – Business led or Technology driven (Information Management)
- Changing Culture and Behaviours (Knowledge Management)



Tony Corcoran, Branch Head, Information Management, Department of Defence

In 2012, Tony was awarded the Public Service Medal in the Queen's Birthday Honours List for his outstanding management of the Freedom of Information function in Defence. Tony is a keen sports fan and enjoys watching cricket, rugby union and association football.



Creative Thinking

1.30 **OPEN DEBATE: Let's Talk About AI**

Artificial Intelligence has been debated seriously for the last 50 years, but only recently has it gained an acceptance that machine AI is plausible and usable.

Drawing from his own experience, Laurence will kick this session off with a story of how AI meets KM, before asking the audience this:

“While Artificial Intelligence (AI) is hot again the issues are the same, is AI there to replace or help us in the workplace?”



- Can AI be the “lessons learned” system that we have all been looking for?
- Can AI be the expertise locator system that we have all been looking for?
- Can AI ever work in the Cynefin Complexity or Chaos regions?



Moderated by:

Laurence Lock Lee, Partner, Optimice Pty Ltd @llocklee

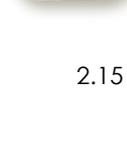
Participants:

Cai Kjaer, CEO, SWOOP Analytics @caikjaer



Brian Bailey, Technology Innovation Manager, Faculty of Arts and Social Sciences (FASS), University of Sydney @briney001

Alun Probert, Head, The Gov Com Group @alunprobert



2.15 **Mini-Interactive Module:**

Aligning your Knowledge Management strategies with the only constant – ‘Change’

- KM goals and priorities are always shifting to reflect changes in the broader business strategy
- Leadership, Change Management and KM: the critical link
- Assess, strategise, build, implement, and evolve



Michelle Lambert, Director, Change Management Toolbox; Social Media Navigator @changechamp



Simon Terry, Change Agent, Change Agents Worldwide; Co-founder, International Working Out Loud Week

@simongterry

3.00 Afternoon refreshments and networking #kmaus

3.15 **Knowledge Sharing at Arup: A Case Study of Culture**

The session will focus on a case study of knowledge sharing at Arup; a global engineering and design consultancy. The session will explore the value and importance of culture in enabling effective knowledge sharing across geographical boundaries.

- An understanding of knowledge sharing at Arup and its global reach
- The importance of culture for effective knowledge sharing
- Tools and systems are the enablers, it is people that matter



Kim Sherwin, Arup University Leader, Australasia, Arup

@arupaustralasia @misskimsherwin

ARUP

Kim is the co-author of Arup's Future Libraries report. Kim enjoys sport, loves live music, collects vinyl, and enjoys travel. Arup is a multiple winner of the MAKE Award.

4.00 **Harness the Power of Integrated KM: A Dubai Police Case Study Presentation**

To develop a strategic perspective to KM, The Dubai Police Force has recently expended considerable effort and resources. This unique program has motivated staff into sharing their expertise, thus harnessing the power of its new program, called "Integrated KM".

- Overcome various security challenges
- Filling the knowledge gaps that exist within the Dubai Police departments
- The Knowledge Maturity Model: Measuring the level of knowledge according to standards of the learning organisation



Ibrahim Seba Al Marri, Director Knowledge Management, Dubai Police

4.45 **Closing remarks and End of Day 1 and ISO KM Standards Meeting (All invited): an update on KM Standards**

"All knowledge which ends in words will die as quickly as it came to life, with the exception of the written word: which is its mechanical part."

Knowledge Management Australia 2017

DAY TWO OF CONGRESS - Wednesday, 2 August 2017

8.30 Registration and refreshments

9.00 Chairperson's opening remarks –



Michelle Lambert, Director, Change Management Toolbox @changechamp

9.10 **Preliminary – KM World Café Open Mike Session**

This session is as it sounds, we ask each delegate to let us know what is the one topic that they would like to be covered.

From this list, the World Café will be delivered on the four most popular topics.

Which will be announced prior to lunch - if you would like to lead a table, please let us know.

Some suggested topics:

Social Media and Collaboration

Learning

Content and Information Management

Change Management

Gamification

Story Telling

Community and Knowledge

Collaboration

Resistance to KM and Creating Value

Working Out Loud



Facilitated by:

Dr. Helen Paige, Director, Advance Knowledge Networks

9.20 **Aligning CoPs with business outcomes**

- The business case
- Aligning corporate strategy, pragmatic strategies, and the CoPs
- Roles of the CoPs to support the business



Jack Merklein, Director of Knowledge Management, Evidence and Learning, World Vision International @jmerklein2

“Learning never exhausts the mind.”

10:15 ~~Surviving~~ **Thriving in a Disrupted World: An exploration of the role of knowledge practices and practitioners in catalysing invention, creativity and innovation to support and stimulate the agile enterprise**

The unrelenting pace of change in today's complex and dynamic world makes it all the more vital for enterprises to continuously monitor, prepare for, anticipate and manage the power of disruptive innovation to achieve objectives. The innovation paradox is that for a disruptive idea to take hold, to grow into an economic force, it has to transition from an invention into an executed reality. The skills and processes that can work against creativity are also necessary for its wide-scale adoption. In this case study presentation, explore:

- Insights from a number of internal integrated teaming and client-focused innovation programs, via Innovation Realised and the Ignite Platform
- Insights from establishing end-to-end innovation capability to incubate new ideas and business models internally and for clients via: strategies that accelerate; culture that stimulates; ideas that activate growth; people that make a difference; processes that enable; and governance that manages
- Components of innovation enablers will be reviewed including accelerator playbooks, innovation learning maps, piloting and experiments, future scenario visualising, and cultivating a culture that success often relies on diligent practice and constant learning



Nicole Mathison, Assurance Knowledge Manager, Asia-Pacific, Ernst&Young

@nicolemathison

Nicole Mathison has an enterprise knowledge, content and records management background specialising in delivering innovative solutions to connect people with information. In the process, Nicole has developed enterprise strategies & roadmaps, business cases, policies, guidelines, and processes to support staff and standards conformance, and maintained stakeholder engagement to ensure successful delivery to time and budget.

11.00 Morning refreshments and networking [#kmaus](#)

11.15 **Principles for the Knowledge Manager**

Tactical Training Group Pacific teaches naval Knowledge Managers to employ principles when faced with Knowledge Management problems or opportunities. This session will:

- Explore five fundamental Principles and their application
- Provide examples from the US Navy Post-Deployment Interview Program
- Delve into alternative principles to spark insight and understanding

Michael Hill, Common Operational Picture / Common Tactical Picture Mentor, Certified Knowledge Manager, Tactical Training Group Pacific, U.S. Navy

The TTGP team is both a Department of Navy Chief Information Officer's KM Award winner and KM World Reality Award finalist. Michael was honoured with the Vice Chief of the Australian Defence Force Commendation. He enjoys cycling and reading.



12.00 **Bringing Information to Life using Gamification**

Christian leads a global programme at KPMG improving staff awareness of the firm's service offering and clients. Hear about his global programme's story of:

- Incorporating game elements into digital and physical learning experiences
- Bringing static information to life

Christian Gossan, Director, Global Sales & Markets, KPMG International @KPMG



12.45 Networking lunch (Please let us know of any dietary requirements two weeks prior to congress)

1.45 **Here's What We Know So Far - World Cafe - OPEN MIKE**

There will be several topic tables in the conference room each headed by an expert/ thought leader/ practitioner within the topic. You will have the choice to move around the room and topic tables as you wish, or you can lead one of the tables.

At the beginning of the congress you can volunteer to lead any one of the selected topics for the World Cafe tables.

Facilitated by:

Dr. Helen Paige, Director, Advance Knowledge Networks



2.45 **Widening our Horizons: Transforming an information service to meet an organisation's needs using knowledge management principles**

Traditionally, information professionals have worked in distinct disciplines – as librarians, records managers, archivists, or IT professionals. Despite, or perhaps due to, the abundance of information available, many of these professions now struggle to demonstrate the value that their skills undoubtedly add to their organisation. This case study will consider how the library staff at Meyer Vandenberg combined their professional skills with insights from knowledge management to transform their library service into a thriving knowledge service that meets the firm's needs.

- Taking a Knowledge Management viewpoint to assist information professionals in significantly broadening what we can offer to our organisations
- How collaboration between information professionals and our clients encourages a culture of sharing both explicit and tacit knowledge

Alison Jones, Knowledge Manager, Meyer Vandenberg Lawyers @alisoninlibrary



MEYER VANDENBERG
LAWYERS

3.45 Afternoon refreshments and networking #kmaus

4.00 **Virtual Songlines: Transforming cultural heritage knowledge into immersive and interactive simulations**

Using the latest game design engines and enhancing their features, Brett Leavy and his team collaborate with historians, archaeologists, anthropologists and First Nations communities to produce Virtual Songlines, a suite of authentic virtual worlds constructed from cultural heritage knowledge, historical record, big data and archaeological reports.

- Enabling community empowerment, land management and agency
- Fusing culture, language, and knowledge alongside western knowledge to showcase findings from archaeological reports and reviews, and traditional knowledge of cultural sites and environs
- Highlighting important cultural heritage elements, such as intangible heritage value in local language, including material culture and traditional ecological knowledge and land management techniques

Brett Leavy, General Manager, National Indigenous Radio Service @LeavyBrett

Brett's energy and enthusiastic support for cultural heritage management and education has led to him being published in print and web that spans the mediums of radio, newspaper and television. His work is multi-award winning in the areas of virtual design and creative innovation.



4.45 **End of Congress**



KM Principles in Action!

Workshop starts: 9.00 am
Morning break: 10.30 am
Workshop continues: 10.45 am
Workshop ends: 12.00 pm

Facilitated by: Michael Hill, Common Operational Picture / Common Tactical Picture Mentor, Certified Knowledge Manager, Tactical Training Group Pacific, U.S. Navy

About the workshop:

Principles become powerful when experience transforms them from abstract concepts into familiar and useful tools. Rather than simply lecturing on Knowledge Management principles, this workshop will consist of activities that let you experience KM principles in action. Participants should leave with a deeper understanding of how simple principles can guide successful KM programs.

Delegates will be introduced to Knowledge Management Principles and then practice applying them using both competition and collaboration in easily replicated exercises.

- Experience how applying principles can improve performance
- Observe how unspoken barriers impede learning
- Learn new techniques improve your KM program
- Learn to recognise explicit Knowledge Management indicators that hide in plain sight
- Participants will write, speak and do; dress comfortably to stand up, walk around and work with your hands!

About the workshop leader:

Michael Hill has over twenty years of unknowingly and later purposefully practicing Knowledge Management in the military and as a contractor.



An instructor for the United States Navy's Afloat Knowledge Management Course for the last five years and team member of a repeat winner of the Department of the Navy's Chief Information Officer KM Award at Tactical Training Group Pacific (TTGP), he trains naval officers for their role as Knowledge Management Officers.



The overall mission of TTGP is to train Carrier Strike Group and Amphibious Readiness Group staffs to integrate subordinate units, deploy and operate 24/7/365 in a limited bandwidth environment for months on end. Or in commercial terms, acquiring and integrating disparate companies that haven't worked together before, moving them 12,000 miles, and then successfully operating and sustaining their workforces in an austere environment. Then return, divest them, and do it all over again with another set of new companies.

Mr. Hill has a Bachelor's of Science degree from the U.S. Naval Academy and a Master's from The Australian National University.



Driving Innovation through Collaboration

Workshop starts: 9.00 am
Morning break: 10.30 am
Workshop continues: 10.45 am
Workshop ends: 12.00 pm

Facilitated by: **Marie O'Brien, Director, The Partnership People; Chair of NSW KM Forum**
@marsobrien

Brian Bailey, Technology Innovation Manager, Faculty of Arts and Social Sciences (FASS), University of Sydney @briney001

About the workshop:

In this workshop, Brian and Marie will take delegates through the journey of understanding how to address and solve complex organisational issues and drive innovation using structured conversations.

Using "Kodak" as the classic familiar case study of where, when and how these structured conversations could have been used to identify and embrace a successful future rather than clinging to products that had been successful in the past, the workshop will be structured so that the various conversation structures and techniques applied throughout the model will be practiced in the room by participants so delegates can apply the model and replicate the conversational structures and techniques back in their workplace.

About the workshop leaders:



Marie has a varied career spanning public sector, private sector and a range of industries, working with clients to build capability and culture to allow their people to deliver their best. This has involved projects including developing stakeholder engagement and influencing skills, implementing a deliverable-focused and cascaded performance management process, and delivering career resiliency programs for high potential employees. Over the past ten or so years Marie's focus has been on helping clients leverage their existing knowledge and support the creation of new knowledge for better organisational outcomes. Her passion for helping clients become Learning Organisations led her to establish and facilitate the Organisational Learning Community. Here people from different organisations came together to share, learn and prototype strategies and initiatives to build high performing Learning Organisations for sustainable success in a world of massive change. This included helping clients develop their Knowledge Framework to work with their existing culture and strengths, ensuring that the experience, knowledge and skills of their people are shared and built upon by each other to continually enhance performance.

Marie currently sits on the Australian Government Consultative Committee on Knowledge Capital (AGCKC) and is the Chair of the NSW Knowledge Management Forum.



Brian manages educational innovation and technology for the University of Sydney's largest faculty, with the goal of helping transform the curriculum to teach the skills required for the future of work. Key initiatives include an academic support and development program to enable academics to own emerging teaching innovation practices such as gamification, virtual and augmented reality, drones, and data visualisation techniques. Brian led Knowledge Management efforts at Optus, KPMG, Ernst & Young and Gadens Lawyers, before becoming part of that wave of KMers that had to stop using the term, so as to be able to get on with delivering business value at The Copyright Agency, Recordkeeping Innovation, and the University of Technology Sydney, before taking up his current role in late 2014. A former NSW President of the Institute for Information Management, Brian holds a Masters Degree in Business Information Innovation and a Graduate Diploma in Document Management, both from RMIT. Brian thinks it's finally safe to start talking about Knowledge Management again.





Change, Education, Training and Gaining Acceptance

Workshop starts: 9.00 am

Morning break: 10.30 am

Workshop continues: 10.45 am

Workshop ends: 12.00 pm

Facilitated by: Andy Anderson, CIS Staff Officer, NATO HQ Supreme Allied Command Transformation

About the workshop:

Supreme Allied Commander Transformation (SACT) was created in 2002, in the overall process of reform of NATO's command structure. SACT is one of NATO's two strategic commanders and the commanding officer of Allied Command Transformation.

The SACT is responsible for NATO's training and education programmes, which are designed to ensure that the Alliance has at its disposal staffs trained to common NATO standards and capable of operating effectively in a combined and joint force military environment.

Other tasks that come under the responsibility of the Supreme Allied Commander Transformation include:

- Managing commonly funded resources allocated for NATO's transformation programmes in order to provide timely, cost-effective solutions for operational requirements;
- Supporting the exercise requirements of Allied Command Operations throughout their planning, execution and assessment phases.

In this workshop:

- Human aspects of change, education, training, acceptance and the associated KM challenges
- Keeping up with the policies

About the workshop leader:



Andy is the CIS Staff Officer at NATO HQ Supreme Allied Command Transformation, where he is responsible for defining the requirements and leading on the development of HQ SACT as a Knowledge Centric Organisation through the effective deployment of information and knowledge management systems.

Andy has worked on the management of information and knowledge in a wide variety of posts and he was previously, the Chief of Staff at Capital Equipment Sales, based at Ministry of Defence, Abbeywood, Bristol UK.



Designing a Next Generation SharePoint Knowledge Network Platform

Workshop starts: 1.00 pm
Afternoon break: 2.30 pm
Workshop continues: 2.45 pm
Workshop ends: 4.00 pm



Facilitated by: Jeff Stemke, President, Stemke Consulting Group

About the workshop:

A next-generation KM platform uses mental models (visual maps) to accelerate learning by organizing concepts and relationships in the way an expert thinks. This model also makes it easy to find relevant knowledge or experts while facilitating capture of new experiences. A robust Q&A process fosters collaboration, provides just in time answers and includes metrics to track business value. This workshop will show you how add these capabilities in a SharePoint environment.

In this workshop, you will learn how to:

- Integrate graphical maps that visualize expert mental models and accelerate learning
- Design an effective Q&A system with flexible categorisation and business value metrics

About the workshop leader:



Jeff Stemke was Chevron's Knowledge Strategist, responsible for developing and deploying knowledge-transfer processes, tools and behavior models. As architect of their global KM environment, Jeff was influential in facilitating best practice transfer that helped reduce operating costs by more than \$2.5 billion per year. He designed a "problem-solving collaboration" system that enabled a global refining network to answer questions and share ideas that has generated over \$100 million in cost savings.

He was also the architect of Chevron's SharePoint system, delivering collaboration, document management and social networking capabilities to provide a step change in the way information is managed.

After 35 years with Chevron, Jeff launched the Stemke Consulting Group, a practice that teaches clients how to create extraordinary value from what they already know. He helps them accelerate competency, increase workforce performance, stimulate innovation and deliver measurable business results in operating costs, revenue, quality, safety and reliability.



World Vision International: Bringing Your Communities Together

Workshop starts: 1.00 pm
Afternoon break: 2.30 pm
Workshop continues: 2.45 pm
Workshop ends: 4.00 pm

**Facilitated by: Jack Merklein, Director of Knowledge Management, Evidence and Learning,
World Vision International**

About the workshop:

Jack has a keen sense of the value of technologies to the mission of his organization, and exercises leadership with wisdom. Join Jack in this workshop and understand the value of knowledge management, the roles of knowledge practitioners and managers, and explore in a practical approach to knowledge management.

- Capture, acquire and share knowledge to maintain corporate memory
- Develop collaborative energy
- Formal and informal approaches to knowledge sharing
- Ways to use knowledge management techniques for competitive advantage

About the workshop leader:



Jack Merklein leads World Vision's quest to become a knowledge-driven learning organization capable of fusing people, content, technology, and process in ways that facilitate learning, drive innovation, reduce time to competency, achieve cost savings and efficiencies and improve programmatic and operational execution that leads to measurable improvement and results. He is responsible for the development and execution of overall knowledge management strategy for the organization including support for transforming information into knowledge for different Partnership networks in ways that improve World Vision's competitive advantage in the humanitarian industry resulting in increases in revenue stream from various sources.

In collaboration with the Information Technology team, he helps devise system(s) that lead to easy and efficient access to information and actionable knowledge at the National, Regional, and Global levels to enhance World Vision's achievement and sharing of Child Well-Being Outcomes, and to improve the overall productivity of staff. He provides overall leadership and direction for key direct report teams including Information Management, Global Technical Resources Network, Communities of Practice, Global Center Publishing, Knowledge Management Communications, Library Systems, and Corporate Central Records. In addition to his role at World Vision, Jack is an adjunct professor at the University of Maryland University College, where he teaches a knowledge management course to undergraduate business students. He is also the knowledge management course chair for the University's knowledge management program.



Accelerating Organisational Performance Outcomes through Advanced Knowledge Leadership Practices

Workshop starts: 1.00 pm

Afternoon break: 2.30 pm

Workshop continues: 2.45 pm

Workshop ends: 4.00 pm

Facilitated by: **Ibrahim Seba Al Marri, Director Knowledge Management, Dubai Police**
Arthur Shelley, Intelligent Answers; Founder, The Organizational Zoo

About the workshop:

An immersive workshop that will guide you and your organisation in the development of a KM strategy and model that will accelerate performance outcomes by collaborating together the best experiences from Dubai Police's Knowledge Management journey and successful Knowledge strategies from Intelligent Answers.

- Build current knowledge foundations
- Effectively drive continuous improvement and competitive advantage at personal, team and organisational levels
- Logical framework to harvest synergistic opportunities
- Enhance leadership and guide your team to strategically to build the knowledge and capabilities required for an increasingly changing future

About the workshop leader:



Dr. Ibrahim Seba Al Marri is one of the young leaders in the Dubai Police. He combines academic achievement and practical experience. In 2012, he was awarded a PhD by Manchester Metropolitan University for his work on Knowledge sharing in the Dubai Police Force. Since his return to his role in the Dubai Police Force, Dr Al Marri, has won the SHAIKH RASHID AWARD FOR ACADEMIC EXCELLENCE for the year 2012, and has been granted many badges of appreciation and certificates of thanks and praise from the Dubai Police. He is currently Director of the Knowledge Department within Dubai Police. He also supports many organizations in his region in applying

knowledge management and leads a team on knowledge consulting in UAE, in collaboration with the Mohammed bin Rashid School of Government. Dr Al Marri has designed four initiatives for applying KM within Dubai Police, all of which have also been implemented in various government departments in Dubai. Finally, under Dr Al Marri's leadership, in 2015, the Dubai Police was acknowledged at having the highest standard of knowledge within the Government of Dubai.



Dr Arthur Shelley is a capability development and knowledge strategy consultant with over 30 years professional experience. He has held a variety of roles including Global Knowledge Director in a multinational corporation and manager of international projects in Australia, Europe, Asia and USA. Arthur is awarded tertiary educator, including a 2014 Australian Office of Learning and Teaching citation for "outstanding contributions to student learning". He facilitates creative workshops as well as F2F, blended and virtual courses on Knowledge Driven Performance and Project Leadership in RMIT University's MBA and Master of Project Management programs and Knowledge Management through Open Universities Australia. Author two books:

Being a Successful Knowledge Leader and The Organizational Zoo, several book chapters, articles journals and has a regular blog providing insights from his metaphor and behaviour research. More at www.organizationalzoo.com

