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Understand how effective knowledge sharing is delivering results for organisations in Asia

Could your organisation benefit from better communication, collaboration and effective knowledge-sharing methods? Join like-minded professionals at KM Asia 2016 to uncover best practice in global knowledge management and take action to help your organisation achieve its long-term goals.

Now in its 16th year, KM Asia 2016 is the only pan-Asian KM event with the latest insight from global KM communities. From Hong Kong to the UK, India to the United Arab Emirates, this two-day conference brings you global as well as local expertise.

Day 1 will help you build a foundation for success by outlining how to create an effective KM strategy, while **Day 2** examines how you can carry out your strategy using people, technology and processes.

Analyse case studies, hear new perspectives from panel discussions and carry out collaboration in practice at this two-day event designed to help you engage in active learning.

Why attend KM Asia 2016?

- ✓ Learn how to **gain knowledge management buy-in** from your senior leadership team
- ✓ Sustain your competitive advantage and **deliver what your customers need** through innovation
- ✓ **Prepare for the impact of artificial intelligence (AI)** on knowledge management processes
- ✓ Pinpoint and **neutralise risk within your organisation** using knowledge management tactics
- ✓ Learn from the experience of others via case studies and **apply this knowledge at your organisation**
- ✓ Hear **global and local expertise** on the latest KM challenges
- ✓ Identify and **overcome barriers** to effective knowledge sharing

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The Royal Pacific Hotel & Towers,
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Wednesday 30 November 2016:

Knowledge management strategy and efficient performance

09:00 Registration and refreshments

09:30 Opening remarks from the chair

Eric Chan, *Chairman*, Knowledge Management Development Centre, Hong Kong

09:45 Connection before content

Consider yourselves as much an owner and co-creator of the conference experience as the Chair, speakers and facilitators. This ice-breaker session is driven by four 'ownership' questions from Peter Block. The most revealing of which is: to what extent are you prepared to take responsibility for the learning and engagement of others at this event?

"We must establish a personal connection with each other. Connection before content. Without relatedness, no work can occur." (Credit: Peter Block)

David Gurteen, *Knowledge Management and Organisational Learning, Consultant*, Gurteen Knowledge, UK

MULTI AWARD-WINNING KM PROGRAMME

10:00 Using Sharepoint 2013 as a complete electronic document and record management system and intranet for 9,000+ employees

This presentation explores the academic research behind the project carried out at Irish Defence Forces. Project and programme lead, Major Barry Byrne, examines themes covered in the initiative such as senior leadership engagement, user adoption, change management, information architecture and enterprise social.

Barry Byrne, *Chief Information and Knowledge Management Officer*, Irish Defence Forces, Ireland

11:00 Morning coffee break

ENGAGING WITH YOUR LEADERSHIP TEAM

HUAWEI CASE STUDY

11:30 Pitching KM to senior management to gain leadership buy-in

As the KM Manager in Huawei, a Fortune 500 company with around 160,000 employees all over the world, introducing KM is not an easy task. Frankie Lai has encountered a lot of challenges in his KM journey. For the first time, he will share this story with KM Asia participants:

- Overcoming challenges from business units
- How can KM help even those who refuse to accept it
- Adding value to your KM system
- Using a blend of goals, values and knowledge to shape up your message
- Getting your leadership involved with the alignment of operational processes

Frankie Lai, *Knowledge Management Project Manager*, Huawei Technologies, China

KNOWLEDGE GAPS - OLYMPICS CASE STUDY

12:15 Successful implementation of knowledge management initiatives

It's a truth universally acknowledged that a knowledge-sharing culture is critical to the successful implementation of knowledge management initiatives. Are there certain organisational types that provide ideal KM environments? How well do we understand the characteristics that create our organisation's culture? And how can we make the most of this understanding to develop the KM agenda? This session will explore:

- Factors affecting an organisation's culture
- How an organisation's culture affects knowledge-sharing

- Ways to improve knowledge-sharing in different organisational cultures

Janice Record, *Head of Knowledge Management and Insight*, DLA Piper, Hong Kong

13:00 Networking lunch

14:00 Are challenging questions more powerful than answers?

Knowledge management is a challenging discipline given that it deals with the complex adaptive nature of human social systems.

We are walking on a trampoline. Each step reconfigures the path ahead. There are no prescriptive solutions.

In this dynamic session, you will have conversations with many different people, while standing and moving around the room.

David Gurteen, *Knowledge Management and Organisational Learning, Consultant*, Gurteen Knowledge, UK

15:00 Using KM as a risk management tool

Knowledge management tools can help identify potential risk factors and unmanaged assumptions in professional services engagements.

- Identifying potential sources of risk that might not be obvious to project planners
- Differentiating expectations, including unclear expectations, unrealistic expectations and scope changes
- Operational issues, including data integration and communication within project teams
- Financial issues including budgeting for adequate levels of documentation
- Identifying the capacity of the customer and the vendor/service providers to mitigate risk and develop risk plans

Carla Sapsford Maloney, *Director*, Strategic Knowledge Partners, Malaysia

15:40 Afternoon coffee break

16:10 Implementing a brand new global knowledge strategy at a major non-governmental organisation (NGO)

Huge ambition, complex environments, limited budgets. The reality of implementing innovative KM practices at a global charity is not easy, but isn't impossible. An effective KM strategy will foster an environment of collaboration and innovation, bring the expertise of a globally dispersed workforce together, and create a platform for efficient knowledge capture and sharing.

- Building a knowledge culture
- Building expertise of a globally dispersed workforce
- Knowledge platforms to help collaboration and innovation

Kaushik Roy, *Global Knowledge Leader and Director*, Save the Children, India

16:50 Global standards for knowledge management Asia

This session will outline the benefits, challenges and implications of a global KM standard and provide an update on the status of the International Standards Organisation (ISO) KM standard development.

Ron Young, *Chairman*, British Standards Institution (BSI), Knowledge Management Committee, UK

Representative, **International Standards Organisation (ISO)**, Knowledge Management Standards Workgroup WG6

17:10 Chairs closing remarks for day one

17:20 Close of day one

Thursday 1 December 2016: Bringing people, process and technology together to help you achieve your KM goals

09:00 Registration and refreshments

09:30 Opening remarks from the chair

Ron Young, *Chairman*, British Standards Institution (BSI), Knowledge Management Committee, UK

Representative, **International Standards Organisation (ISO)**, Knowledge Management Standards Workgroup WG6

ARTIFICIAL INTELLIGENCE

09:45 The quantum, and new KM horizons

'Machine-learning algorithms are really kind of stupid. They need so many examples to learn' John Martinis, physicist, google's quantum artificial intelligence lab.

- Artificial intelligence and the state of KM across the globe today
- AI and the quantum process
- Moore's law and practical KM realities
- Flatland, spherical models, the Sherlock syndrome and disruption
- Social now and KM ramifications
- Killer KM evolutions: mango apps and IBM connections
- Speculations for the future

Eric Hunter, *Director of Knowledge*, Technology & Innovation Strategies, Bradford & Barthel, LLP, US

10:25 Agile project management

Agile development methods, which are based on solid KM fundamentals, can be effectively applied to the development of KM strategies and implement frameworks. This session will explain a practical, agile based methodology for developing fit for purpose KM strategies and implementing frameworks.

- Incorporating KM pilot projects as a primary source of insight for strategy development and framework implementation
- Fundamentals that need to be taught in your organisation for long term KM success
- Direct communication and intense collaboration across an integrated team of subject matter experts

Bill Kaplan, *Knowledge Management Consultant*, Working Knowledge CSP LLC, US

11:10 Morning coffee break

11:30 Managing knowledge in the cloud

- Cloud computing and the knowledge cloud
- Knowledge process as knowledge services
- KM systems in the cloud
- Cloud sourcing task allocations, problem solving, expertise and learning
- Unlearning KM by revisiting the data information knowledge wisdom (DIKW) framework
- Applications and case studies

Professor Eric Tsui, *Professor and Associate Director of the Knowledge Management and Innovation Research Centre*, The Hong Kong Polytechnic University, Hong Kong

12:15 The effectiveness of innovation

In the fast changing business world of today, innovation has become the driving force of every successful organisation. The nature of global economic growth has been changed by the speed of innovation. This in turn has been made possible by rapidly evolving technology, shorter product lifecycles and an increased rate of new product development.

- Ensuring your business strategies are innovative to build

and sustain competitive advantage

- How changing customer needs have become increasingly complex
- How innovation can help accelerate the growth in the amount of knowledge available to organisations

Madhukar Kalsapura, *Founder and Chief*, Knowurture Health Solutions, India

13:00 Networking lunch break

14:00 KM for collaborative innovation

In today's constantly changing business world, innovation is a focus for organisations. The speed and complexity of innovation increases with the growth of knowledge and collaboration in organisations. This session examines different approaches to collaboration and how these enhance an organisation's ability to innovate.

- Individuals will have creative ideas but collaboration within a group enhances the quality of ideas
- A framework for how collaboration can be integrated into the innovation cycle
- Digital technologies for simplifying collaboration
- Innovating new products through individual brilliance versus collaborative innovation
- Success stories with benefits and challenges

Hari Prasad, *Deputy Manager*, Wipro, India

14:40 Afternoon coffee break

DIGITAL WORKPLACE

15:00 A knowledge case study from a Malaysia firm

With the liberalisation of the legal industry, firms in Malaysia can no longer remain comfortable in an opaque environment. This case study talks about the challenges faced by the Malaysian legal industry and how firms are accommodating a more liberal approach to knowledge.

- The story behind an ivory tower
- How biased perceptions create cultural barriers
- Redefining the scope of knowledge sharing
- Preparing knowledge workers for a more competitive market environment through senior management buy-in

Adeline Chin Yih Fen, *Knowledge Manager*, Messrs Shook Lin & Bok, Malaysia

OLYMPICS CASE STUDY

15:40 Barriers to effective knowledge management

This session will explore factors that hinder knowledge management, especially in an intercultural context, and what we can learn from the experience of trying to overcome these barriers.

- Main barriers to implementing the prospected KM process, including ideas and ways to deal with selected barriers
- Cultural challenges such as the different influences of hierarchies and language barriers
- How individual differences, ad-hoc activities, different accessibility and the use of technology can hinder communication

Philippe Blanchard, *Director*, International Olympic Committee, United Arab Emirates (UAE)

16:20 Chairperson's closing remarks

16:40 Close of conference

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