

Making KM work!

A talk and knowledge café by David Gurteen

Knowledge Management has tended to focus on idealistic solutions such as creating a knowledge sharing culture. Or has not being aligned with the business strategy or real needs of the business. It has thus largely failed to live up to its expectations.

This need not be the case. Knowledge Management should be pragmatic and focus on real, tangible, business problems. You don't "do KM" you respond to business problems and develop business opportunities by adopting a KM mindset and applying KM tools, and techniques.

In his talk, David Gurteen will summarise from his experience over the last ten years what makes a KM project or programme successful.

He will then facilitate a Knowledge Café where he will pose the question to the participants: "Why do you think KM has not been as successful as it might have been and what would you do to address that?"