

**17th International Conference on Intellectual Capital, Knowledge Management & Organisational Learning
ICICKM 2020**

15-16 October 2020

A Virtual Conference supported by University of Toronto and McGill University, Canada

Conference runs to UK timings (GMT+1)

Thursday 15 October 2020

10:30 Zoom Room 1 opens

10:45 Room 1
Welcome and Opening Session

11:00 Knowledge Café

11:25 Conference splits into streams

Room 1
Stream A - Multidisciplinary Approaches and Methodologies in IC and KM
Chair - Jose Vale

Room 2
Stream B - KM Issues
Chair - Dan Remenyi

Conference Zoom Details
Password for all sessions is ICICKM20

11:30 Organizational Wisdom and Organizational Spirituality in Knowledge Management: What is known?
Rocha Raysa and Paulo **Pinheiro**, Univeresity of Beira Interior, Portugal

Agile Team as an Effective tool of Knowledge Creating in Industry
Nekrasova Tatyana and Elizaveta **Gromova**, Peter the Great St.Petersburg Polytechnic University, Russia

[Room 1 – Stream A](https://us02web.zoom.us/j/89134448131)
<https://us02web.zoom.us/j/89134448131>
[Meeting ID: 89134448131](https://us02web.zoom.us/j/89134448131)
[The conference will start in this room](https://us02web.zoom.us/j/89134448131)

11:50 An Open Data Storytelling Framework for Organizational Knowledge Management
Zhang Chen, Renmin University, Beijing, China (PhD Research)

Knowledge Management in Higher Educational Institutions of Oman: Determinants
Reyad Sameh, Sherine **Badawi** and Amani **Al Abbas**, Ahlia University, Bahrian, Araby **Madbouly**, Vinay **Gupta**, Muscat College, Oman

[Room 2 - Stream B](https://us02web.zoom.us/j/81835866824)
<https://us02web.zoom.us/j/81835866824>
[Meeting ID: 81835866824](https://us02web.zoom.us/j/81835866824)

12:10 Development of a Toolkit for rating Evaluation of the Wage System at an Industrial Enterprise
Zaytsev Andrey, Dmitriy Rodionov and Nikolay **Dmitriev**, Peter the Great St. Petersburg Polytechnic University, Russia

The law of Maintaining the Integrity of an Object is a Methodological Basis for Solving Problems Intellectual Capital Management
Burlov Viacheslav, Peter the Great Saint-Petersburg Polytechnic University, Russia

[Room 3 – Stream C](https://zoom.us/j/96658177095)
<https://zoom.us/j/96658177095>
[Meeting ID: 96658177095](https://zoom.us/j/96658177095)

12:30 Break

Break

13:30 Room 1: Keynote Address: Alexander Serenko, Ontario Tech University, Canada
The State and Development of the Knowledge Management Discipline: Evidence from Scientometric Research

14:15 Conference splits into streams

	Room 1 Stream A - Crises Chair - Desireé Cranfield	Room 2 Stream B - Mini Track on Multidisciplinary Approaches and Methodologies in IC and KM Chair - Ilja Frissen	
14:20	Together we Win: Communities of Practice to Face COVID Crisis Disruption in Higher Education Bolisani Ettore, Monica Fedeli , Valentina de Marchi , University of Padua, Italy and Laura Bierema , University of Georgia, USA	Development of the Methodology for Calculating the Intellectual Rent of an Industrial Enterprise Dmitriev Nikolay, Andrey Zaytsev , Peter the Great St. Petersburg Polytechnic University, Russia and Alexandr Gorovoy , ITMO University, Russia	
14:40	Soft Skills for Hard Times: Developing a Framework of Preparedness for overcoming Crisis Events in Higher Education Students Martins Helena, Carlos Rouco , Lúcia Silva and Fernando Borba , Universidade Lusófona de Humanidades e Tecnologias, Lisbon, Portugal	Big Data Technologies A practical Application for Higher Education with Python Demigha Souad, University of Paris 1 Sorbonne CRI, France	
15:00	Exploring Forgotten Knowledge to Enhance Effective Knowledge Delivery in aid Organisations Mazuze Jorge, SBS Swiss Business School, Zurich, Switzerland, Geoff Turner , American University of Bahrain, Riffa, Bahrain, Denise Diabele , World Vision Int, Mauritania, and Claudine Konate , UNICEF, Burkina Faso	Multidimensional Assessment of Knowledge Transfer in Higher Education: The Sextuple Helix Model for Science and Society Progress and the KT Quality Index Cavaller Victor, Open University of Catalonia, Spain	
15:20	Leadership Readiness in Crisis Context: Health Preservation Through Shared Knowledge Maritsa Evangelia, Athens Naval Hospital, Greece and Konstantinos Kalemis , Ministry Of Education And Religious Affairs - Council Of Europe, Greece	Advancing Experimental Research in Knowledge Management Frissen Ilja and Max Evans , McGill University, Canada	
15:40	<i>Break</i>	<i>Break</i>	<i>Break</i>

	Room 1 Stream A - Public Sector & KM issues Chair - Souad Demigha	Room 2 Stream B - Intellectual Capital Chair - Palmira López-Fresno	Room 3 Stream C - Counter-productive Knowledge Behaviours Chair -
16:00	Public funding as a catalyst for firms' technological Innovation: Case of Cyprus, Croatia and Portugal Anderson Henry Junior, Solomon Gyamfi and Jan Stejskal , University of Pardubice, Czech Republic	The Design of IT Support of Intellectual Capital: Examples from the KM-Practice Svetsky Stefan, Oliver Moravcik , Slovak University of Technology in Bratislava, Slovakia, Dariusz Mikulowski , Siedlce University of Natural Sciences and Humanities, Poland and Mariya Shyshkina , Institute of Information Technologies and Learning Tools of NAES, Ukraine	Knowledge Transfer Framework for Managing Knowledge in Relief Organisations Mazuze Jorge, SBS Swiss Business School- Zurich, Switzerland and Geoff Turner , American University of Bahrain
16:20	Internal Audit to Fight Against Corruption in the Public Sector: The Role of Intellectual Capital Through a Comparative Case Study Between UK and Italy. Berardi Mardco, and Andrea Ziruolo , Universita' Degli Studi Gabriele D'annunzio Chieti-Pescara, Italy	The Relationship Between Intellectual Capital, Knowledge Transfer and Knowledge Acquisition in Accounting Companies Vale José, Cátia Duarte , Polytechnic of Porto and Vera Teixeira , Aveiro University, Portugal	Antecedents and Consequences of Counterproductive Knowledge Behaviours: Study of Home Care Organizations in Finland Jantunen Sami, South-Eastern Finland University of Applied Sciences, Jukka Surakka , Arcada University of Applied Sciences, Timo Sinervo and Salla Ruotsalainen Finnish Institute for Health and Welfare, Thommie Burstrom, Hanken School of Economics, Finland
16:40	Knowledge Transfer Process Visualization: Dealing with Complexity Cavaller Victor, Ricardo García and Anahi Alicia Martin , Open University of Catalonia, Spain	Conducting an Enterprise Social Media Initiative in the Digital Transformation context Feitosa Jorge Leandro, Elaine Mosconi , Luis Antonio de Santa-Eulalia and Guillaume Marion Université de Sherbrooke, Canada	Crowdsourcing as a Tool for Organisational Learning in Public Organizations Lenart-Gansiniec Regina, Jagiellonian University, Krakow, Poland
17:00	Developing Human Capital for Economic Growth: Accessing the Case of the Czech Republic Gyamfi Solomon, Henry Junior Anderson and Jan Stejskal , University of Pardubice, Czech Republic		Building Trust in Workplace Meetings: Intangible Factors Contributing to Intellectual Capital Enhancement Lopez-Fresno Palmira, Quality, Management and Business (QmB), Madrid, Spain and Taina Savolainen University of Eastern Finland, Finland
17:20	The ICICKM 2020 Quiz (Room 1)		
17:30	Networking in Small Groups to Catch up with Colleagues and build New Connections for Future Collaboration		
18:00	<i>Close of Conference Day</i>	<i>Close of Conference Day</i>	<i>Close of Conference Day</i>

	Friday 16 October 2020		
10:30	Zoom Room 1 opens		
10:45	Room 1 Welcome and Opening Session		
11:00	Knowledge Café		
11:25	Conference splits into streams		
	Room 1 Stream A - Innovation Chair - Dion Lindsay	Room 2 Stream B - Mini Track on Multidisciplinary Approaches and Methodologies in IC and KM Chair - Gregory Curda	
11:30	An Academic Perspective of Online Game-Based Learning Approach in Developing Tacit Knowledge and Skills Kong Eric , University of Southern Queensland, Toowoomba, Australia	A Holistic Conceptual Model for Organizational Knowledge Management Maturity Demchig Bolormaa , University of Finance and Economics, Mongolia	
11:50	Collaborative Innovation Community Capacity Building for Electronic Records Security Management Wang Lili , Xiaomi An , Jicang Xu , Jie Huang , Ming Jun Guo and Jufang Hu , Renmin University, Beijing, China	Knowledge Management Issues during Organizational Crisis: How Human-Machine Communication Helps Bakos Levente , Sapientia University, Romania	
12:10	Methodological Aspects of Evaluation of Intellectual Capital of a Global company in Modern Conditions Suleimankadieva Alzhanat , Elena Tkachenko , Maxim Petrov , Radmilla Klyarovskay, Saint Petersburg State University of Economics, Russia and Olga Syrovatskaya , Saint Petersburg state electrotechnical University, Russia	Modelling in the Field of Financing Innovative Activities and Intellectual Rights of Business Entities: The experience of Belgium Febiri Frank and Miloslav Hub , University of Pardubice, Czech Republic	
12:30	<i>Break</i>	<i>Break</i>	<i>Break</i>
13:30	Room 1: Keynote presentation: Helen Rothberg, Marist College, Poughkeepsie, NY, USA and Scott Erickson, Ithaca College, Ithaca, NY, USA <i>Intellectual Capital and Financial Performance: Predicting M&A Success</i>		
14:15	Conference splits into streams		

	Room 1 Stream A - Education Chair -	Room 2 Stream B - Social Media and Marketing Chair - Leandro Feitosa	Room 3 Stream C - Poster Session Chair - Anthoyn Wensley, Ilja Frissen and Max Evans
14:20	Preparing the Emotionally Intelligent Workforce of Tomorrow: An Ability-Based Program for Mid to Late Adolescents Evans Max, McGill University, Canada and Ilja Frissen , McGill University, Canada	Corporate Memory Processes in Project-Based Organizations: A Framework for Engineering Design Firms Barbosa Leandro César Mol, Ângela França Versiani , Rodrigo Baroni de Carvalho , Pontifical Catholic University of Minas Gerais (PUCMinas), Brazil and Chun Wei Choo , University of Toronto, Canada	5 minute presentations with time to discuss each presentation "Impact of green training on employee turnover, and customer satisfaction Han Jung Woo, Seng Kait Kok and Robert McClelland, RMIT University Vietnam"
14:40	Educating for Creativity: are Universities in Sync with Creative Arts Industry Needs? Curda Gregory, Nord University, Steinkjer, Norway	Knowledge use and Problem-Solving Networks in an Intra-Organisational Context: Strong and Weak ties Analysis Ujwary-Gil Anna, Institute of Economics, Polish Academy of Sciences, Poland	"Two sides of the coin: the perceptions of students vs managers considering soft skills for management Maria Costa, Helena Martins and Teresa Proença, Universidade Lusófona de Humanidades e Tecnologias, Lisbon, Portugal"
15:00	The Significance of Computer Science Issues in Research Papers Published in the Field of Economics Lula Paweł, Urszula Cieraszevska and Monika Hamerska , Cracow University of Economics, Poland	Bringing Knowledge to Life: Agile Learning Units for Modern Companies Borowski Esther, Johanna M. Werz and Ingrid Isenhardt , IMA, RWTH Aachen University, Germany	"A ""Systems Thinking"" Approach to Development aid Projects López-Fresno, Palmira, QfD Spain, Madrid, Spain and Máximo Barreto, Ministry of Industry and Commerce, Asunción, Paraguay"
15:20	LET'S GO DIGITAL! Implementation Challenges of Digital Transformation in Government Institutions for Enhancing Trust, Leading to Intellectual Capital and Innovativeness Barreto Máximo Ministry of Industry and Commerce, Asunción, Paraguay and Palmira Lopez-Fresno , QfD Spain, Madrid, Spain	The Emergence of a new model of Intellectual Capital in the context of Digital Transformation of the Economy Tkachenko Elena, Saint Petersburg State University of Economics, Rogova Elena, Higher School of Economics in Saint Petersburg, Vladimir Kokh , Professionalaudit - Consalting LLC and Sergey Bodurnov , Institute for New Industrial Development, Russia	"Virtual Meetings: the ""other type"" of meeting López-Fresno, Palmira, QfD Spain, Madrid, Spain" "Knowledge Creation to Accelerate Performance in Relief Organisations Mazuze Jorge, SBS Swiss Business School, Zurich, Switzerland and Geoff Turner, American University of Bahrain, Riffa, Bahrain"
15:40	The effect of Content Gratifications of Social Media on Knowledge Quality of SMEs in South Africa Mamorobela Stevens Phaphadi, Tshwane University of Technology, South Africa and Sheryl Kruger Strydom , University of South Africa	Marketing-Specific Relational Capital and Product/Service Innovation Performance Peñalba-Aguirrezabalaga Carmela and Josune Sáenz, University of Deusto, Spain and Paavo Ritala , LUT University, Finland	
16:05	Room 1 Summary of the Conference: Awards to the winners of the Best PhD Paper and Best Poster		
16:20	<i>Close of Conference</i>		