

21st European Conference on Knowledge Management - ECKM 2020

2-4 December 2020

A Virtual Conference supported by Coventry University, UK

Conference runs to UK timings (GMT)

Wednesday 2 December 2020		
<p>09:00 - Room 1 12:30 PhD and Masters Colloquium and Postgraduate Research Project Workshop Led by Coventry University</p>	<p>Room 2 ECKM Poster Session Chair: Anitha Chinnaswamy</p>	
<p>Workshop: Part 1: Qualitative Comparative Analysis: Potentials for a systematised approach to case comparison Workshop Part 2: Guidelines for PhD Quantitative Research on Knowledge Management</p>	<p>Integrating Open Innovation Process with the Double Diamond Design Thinking Model Hawryszkiewicz Igor, University of Technology Sydney, Australia and Areej Alqahtani, King Faisal University, Saudi Arabia</p>	<p>Zoom login Details Password to all rooms: ECKM20</p>
<p>PhD Presentations (10 minute presentations with time for discussion)</p> <p>Leveraging on Tacit knowledge:- Which way for African Small and Medium Enterprises? Adesina Aderonke Olaitan and Dennis N Ocholla, University of Zululand, KwaZulu-Natal South Africa</p> <p>Creativity, Knowledge and Human Resource Development: A Conceptual Framework Kulichyova Anastasia, Sandra Moffett, Martin McCracken and Judith Woods, Ulster University, Northern Ireland</p> <p>Enhancing e-Visibility Status of Environmental Science Researchers at the University of South Africa Adriaanse Leslie, Unisa, and Chris Rensleigh, University of Johannesburg, South Africa</p> <p>A Training Approach to Improving Knowledge Management in Organisations Quiroz-Palma Patricia, Carmen Penadés and Ana Núñez, Universitat Politècnica de València, Spain</p> <p>Learning from Negative Experience to Evade Knowledge Loss Khazieva Natalia, Slovak University of Technology (STU), Slovakia and Dagmar Cagánová, Slovak University of Technology (STU), Slovakia</p> <p>Using Enterprise Social Platforms in the Innovation Process Zanni Simone, Politecnico di Torino, Italy and Kathrin Kirchner, Technical University of Denmark (DTU) (Masters Research)</p> <p>The Challenges Affecting Effective Knowledge Management In FET Training Organisations Okoye Gladys Ujunwa, Milpark Business School, South Africa (Masters Research)</p>	<p>Virtual Leadership in COVID-19 ED: Learning from Perceptual Gaps in Knowledge and Confidence to Boost Team Performance Using Telemedicine Mossad Timothy, Nottingham University Hospitals' NHS Trust, UK</p> <p>Appropriating Smartphone applications and wearables data for Knowledge management and Effective health management. Tsabalira Mampho and Patient Rambe, Central University of Technology, Bloemfontein, South Africa</p> <p>KM in a Nutshell: Who, What, When, Where, Why, and How Sisson Philip, The George Washington University, USA</p>	<p>Room 1 https://zoom.us/j/88991875827 Meeting ID: 889 9187 5827</p> <p>Room 2 https://zoom.us/j/88489186587 Meeting ID: 884 8918 6587</p> <p>Room 3 https://zoom.us/j/92781163367 Meeting ID 927 8116 3367</p> <p>Room 4 https://zoom.us/j/85823395458 Meeting ID: 858 2339 5458</p>
<p>14:00 - Room 1 16:00 Workshop: Digital transformation: opportunities and blind spots Led by Coventry University</p>	<p>Room 2 Finals of the 6th Knowledge Management and Intellectual Capital Excellence Awards Judges Scott Erickson and Thea van der Westhuizen</p>	
<p>Part 1: What do we lose when we lose cash? : Payments systems usage during the COVID outbreak and the implications of the shift to cashless societies</p>	<p><i>AI and Social Good in the Context of Sex Trafficking: Design Space and Best Practices</i> Mayank Kejriwal</p> <p><i>Strategic Responses to Disruptions: A Mobilization/ Response Plan to Manage Knowledge and Intellectual Capital in the Built Environment During Trying Times</i> Ellyn A. Lester</p>	
<p>Part 2: Whom do you trust the most? A machine or a human? On the relationship between the privacy paradox, data governance and algorithmic accountability</p>	<p><i>The English Language School Case</i> Göran Roos and Irina Gromova</p> <p><i>Innovative Model for Development of Learning Organisations Through KM and Intellectual Capital</i> Slavica Trajkovska, Angelina Taneva-Veshoska and Srecko Trajkovski</p>	

	Thursday 3 December 2020			
08:30	Zoom Room 1 opens			
09:00	Room 1 Welcome and Opening of the Conference			
09:15	Keynote Address: Donald Hislop, University of Aberdeen, UK The Future of Knowledge Management in an Uncertain World			
10:00	Conference splits into streams			
	Room 1 Stream A - Mini Track on Creating National Knowledge Management Policy and Strategy Chair - Mustafa Sağsan	Room 2 Stream B: Knowledge Sharing Chair: Goran Roos	Room 3 Stream C: Mini Track on KM, Organizational Wisdom and Spirituality Chair - Paulo Gonçalves Pinheiro & Raysa Geaquinto Rocha	Room 4 Stream D - ICT Chair - Evronia Azer
10:10	Building a Knowledge-Based Competitive Advantage in Service Firms: Role of High-Performance Work Systems Rehman Junaid, Igor Hawryszkiewicz, Osama Sohaib and Fatuma Namisango, University of Technology Sydney, Australia	The Challenging Business of art Museums Jevnaker Birgit and Johan Olaisen, BI Norwegian Business School, Oslo, Norway (Presentation only)	Spirituality and Knowledge Sharing: A Case Study Rocha Raysa and Mario Franco, University of Beira Interior, Portugal	Codifying Knowledge about Ethics into ICT Professional Bodies of Knowledge: Analysis of Approaches Thornley Clare, Sinéad Murnane and Shane McLoughlin, Innovation Value Insitute, Ireland and Wanda Saabeel, Promanad, Rotterdam, The Netherlands
10:30	Incentives as a Trigger for Consumer Knowledge Sharing with Enterprises and Public Sector Organisations Eisenhardt Monika, University of Economics in Katowice, Poland	Are the Knowledge Management Times “a-changin’”? Edwards John, Aston University, Birmingham, UK	Knowledge Sharing: A link between Organizational Wisdom and Organizational Spirituality Pinheiro Paulo and Raysa Rocha, University of Beira Interior, Portugal	Delivering Business Value through Actionable Insights: A Case Study Nordin Habsah, Chung Yin Min and Mohd Muizzuddin Wahab, PETRONAS, Kuala Lumpur, Malaysia
10:50	Creating Knowledge Management Policy in Human Resources Management Based on Job Satisfaction Hama Nabard and Mustafa Sağsan, Near East University, North Cyprus	Understanding Generational Differences in Knowledge Sharing Widén Gunilla, Tom Sivén, Eugenia Ivantsova, Åbo Akademi University and Farhan Ahmad, University of Turku, Finland	Spiritual Knowledge at Work: Linkages Between Manager's Spiritual Intelligence and Workplace Perspective Samul Joanna, Bialystok University of Technology, Poland	The use of Social Media by Community Police Forums as a Platform to Generate Crime Awareness Lefika Pheladi Tracy, University of Johannesburg, South Africa
11:10	External Knowledge and Technology Acquisition and Firm Innovation Performance in CEE Countries Sein YeeYee and Michael Vávra, University of Pardubice, Czech Republic	The Cultural Complexity of Knowledge Sharing in Multicultural Teams Ayesu Joana and Dolores Bengoa, University of Applied Management Studies, Mannheim, Germany	Exploring the use of Mobile Social Media (MSM) Applications in Construction Industry Ulhaq Irfan, RMIT University Vietnam, Vietnam	Digitalization and Knowledge Management in Large Norwegian Banks and Insurance Companies Strønen Fred, Oslo Metropolitan University, Norway
11:30	Challenges Facing Knowledge Management in Public Organizations in Arab Countries Maher Aya, The American University in Cairo, Egypt, Heba Samir, University of Modern Science and Arts, Egypt, and Nashwa Ghoneimm, Alexandria University, Egypt	Determinants for Crafting a Winning Organisational Strategy for the South African Manufacturing Sector: Perspectives from Shop Floor Employees Gamede Vangeli and Thea van der Westhuizen University of KwaZulu-Natal, South Africa	Collaborative Knowledge Building: The Case of IAKM as a Scientific Community of Practice Handzic Meliha, International Burch University, Sarajevo, Bosnia and Herzegovina, Constantin Bratianu, Bucharest University of Economic Studies, România, and Ettore Bolisani, University of	Bidirectional Fragment to Fragment Links in Wikipedia Olewniczak Szymon, Tomasz Boiński and Julian Szymański, Gdańsk University of Technology, Poland
11:50		Joint Activities of Employees and Their Relation to Knowledge Sharing in Polish Enterprises Karczewska Anna, Częstochowa University of Technology, Poland	Traveling Management Ideas Like Virus Infections Jevnaker Birgit and Johan Olaisen, BI Norwegian Business School, Oslo, Norway	Determining Key Features of Business Intelligence Tools for Decision-Making in Small and Medium Enterprises Sithembiso Khumalo and Tanya du Plessis, University of Johannesburg, South Africa
12:10	Lunch	Lunch	Lunch	Lunch

	Room 1 Stream A: Mini Track on Managing Digital identity in the world of Industry 4.0 Chair - Nóra Obermayer	Room 2 Stream B - Educational Context Chair - Macarena Beltran	Room 3 Stream C: Mini Track on New Challenges for KM in Healthcare and Medicine Chair - Francesca Dal Mas	Room 4 Stream D - Literature Reviews Chair - Xiaomi An
13:00	Industry 4.0: Are we Robots? Obermayer Nora , Tibor Csizmadia , David Hargitai and Tamas Kigyos , University of Pannonia, Hungary	A Conceptual Framework of Knowledge Sharing for Enhanced Performance in the HEIs Khilji Nasrullah , Yanqing Duan and Jasmine Tehrani , University of Bedfordshire, UK	How can Systems Thinking Help us Handle the COVID-19 Crisis? Zieba Krzysztof, Gdansk University of Technology, Poland	A Meta-Analysis Study on the Relationship Between Strategic KM and Firm Performance Gang Liu, and Eric Tsui , The Hong Kong Polytechnic University, China and Aino Kianto , Lappeenranta-Lahti University of Technology, Finland
13:20	The Visegrad Group and the Industry 4.0 Bencsik Andrea, Kitti Lekszikov , Gabriella Michalec and Boglarka Konka , University of Pannonia, Hungary	Supporting Vision Competence Creation for Sustainable Education in Tanzania Vågene Vibeke, Carsten Helgesen , Ilona Helda and Kari Ludvigsen , Western Norway University of Applied Sciences, Norway	Knowledge Translation in Challenging Healthcare Environments: The PLOPPO Experience at the National Centre of Oncological Hadrontherapy (CNAO Foundation) Cobianchi Lorenzo, Università degli Studi di Pavia, Italy, Francesca Dal Mas , University of Lincoln, UK, et al	Knowledge Management Practices in Supply Chains: A Literature Survey Kassaneh Tomas Cherkos, Ettore Bolisani and Enrico Scarso , University of Padua, Italy and Juan Gabriel Cegarra , Universidad Politécnica de Cartagena, Spain
13:40	Tertiary Students' Use of Social Media for Networking, Personal Branding and Job Seeking Lefika Pheladi Tracy, University of Johannesburg, South Africa	A Framework for Enhancing the Sharing of Teaching Practices among University Instructors Almujally Nouf and Mike Joy , University of Warwick, UK	Organisational Factors Affecting Knowledge Sharing Capabilities: A Study with Portuguese Health Professionals Almeida Helena, University of Algarve, Portugal, Maria José Sousa , ISCTE – University Institute of Lisbon, Portugal, Alejandro Orgambidez , University of Malaga, Spain and Carina Martinho Santos and Ana Paula Fontes , HPA Health Group, Portugal	"The Man Who Wasn't There" A Systematic Literature Review on Human Behaviour Profiling Real de Oliveira Elizabeth, Pedro Rodrigues and Ana Saraiva Universidade Lusiana Norte, Portugal
14:00	Awareness of Digital Literacy on Young Innovators in the Fourth Industrial Revolution Sithembiso Khumalo, University of Johannesburg, South Africa	Comparative Analysis of the Formation of Intellectual Capital at the University Spica Inese, Baiba Berzina and Ernests Spics , Scientific Institution Business Competence Centre, Riga, Latvia	Knowledge Creation and Sharing in Inter-Organizational Oncology Network in Poland Sus Aleksandra, Wroclaw University of Economics, Poland	Making Knowledge Management more Relevant and Creative: A Comparative study of ECKM papers Olaisen Johan and Birgit Jevnaker , BI Norwegian Business School, Oslo. Norway
14:20	Keynote Address: Constantin Bratianu, Bucharest University of Economic Studies, Romania. Knowledge Strategies			
15:00	<i>Refreshments</i>	<i>Refreshments</i>	<i>Refreshments</i>	<i>Refreshments</i>

	Room 1 Stream A: Mini Track on Loss of knowledge: the Strategies of Learning? Chair - Regina Lenart-Gansiniec	Room 2 Stream B - Tacit Knowledge Chair - John Edwards	Room 3 Stream C: Mini Track on New Challenges for KM in Healthcare and Medicine Chair - Francesca Dal Mas	Room 4 Stream D - Digitalisation Chair - Fred Strønen
15:20	Organizational Unlearning and Digital Transformation: A Conceptual Approach Lenart-Gansiniec Regina, Jagiellonian University, Krakow, Poland	Capturing Tacit Knowledge in Evaluation of Development Projects Grzeszczyk Tadeusz A, Warsaw University of Technology, Poland	Reframing Hospital Practices: HR use of Big Data to Facilitate Knowledge Creation Hermanrud Inge, Ole Andreas Skogsrud Haukåsen and Svein Bergum , Inland Norway University of Applied Sciences, Lillehammer, Norway	Artificial Intelligence Based Knowledge Management in Public Administration: A Mapping Study El Asri Hayat and Laila Benhlila , Mohammed V University, Rabat, Morocco
15:40	Transformational Leadership Revisited: Digitalisation and Learning by doing...what? Ytterstad Stig, Johan Olaisen and Birgit Jevnaker , BI Norwegian Business School, Oslo, Norway	Deep Learning and Tacit Knowledge Transfer: An Exploratory Study Obembe Funmi and Demola Obembe , De Montfort University, Leicester, UK	Shaping Successful Stakeholder Engagement by Design: Digital Transformation in Healthcare Robu Daniela, Alberta Health Services, Canada and John B Lazar , John B. Lazar & Associates Inc., USA	The Impact of Intellectual Capital in Information Centers on the Sustainable Development Goals Abdulla Mohamed, Prince Mohammad Bin Fahd University, Saudi Arabia
16:00	How Do We Preserve Human Knowledge in the Age of Artificial Intelligence, Machine Learning & Robots Harlow Harold, Wingate University, USA (Presentation only)	Organizational Knowledge as an Element of the Innovative Climate in the top 500 Polish Enterprises Albrychiewicz-Słocińska Anna, Częstochowa University of Technology, Poland	Seniors in eHealth: Challenges for Knowledge Acquisition During Information Retrieval Heldal Ilona, Tobba Therkildsen Sudmann , Eva Haukeland Fredriksen and Ingebjorg Borsheim , Western Norway University of Applied Sciences, Norway	Knowledge Management and Artificial Intelligence (AI) Jallow Haddy, Suresh Renukappa and Subashini Suresh , University of Wolverhampton, UK
16:20	The Mediating Role of Knowledge-Oriented Leadership Between Bureaucratic Culture and Knowledge Creation: The Case of Public Universities in Northern Iraq Ali Shwana and Mustafa Sagsan , Near East University, Turkish Republic of North Cyprus	The Importance of Tacit and Explicit Knowledge Transfer in an Onboarding Programme Haave Hanne and Tone Vold , The Inland Norway University of Applied Sciences, Rena, Norway and Aristidis Kaloudis , The Norwegian University of Science and Technology, Gjøvik, Norway	Vulnerability of Intellectual Capital in the age of AI and Disruptive Technologies Uziene Lina, Kaunas University of Technology, Lithuania	Working Smarter and Greener in the age of Digitalization: The Corporate Knowledge work Design in the Future Jevnaker Birgit and Johan Olaisen , BI Norwegian Business School, Oslo, Norway
16:40	Development of an Intellectual Leverage Concept as a way to Assess Effectiveness of Investments in Human Resources Dmitriev Nikolay, Andrey Zaytsev and Natalya Goncharova , Peter the Great St.Petersburg Polytechnic University, Russia	How Clients and Consultants use Dialogic Practices in Knowledge Creation Dubbeld Wendy and Robert J. Blomme , Open University, The Netherlands	Knowledge Management Process Through E-Learning Approach Mochalina Ekaterina, Galina Ivankova , Oleg Tatarnikov , Plekhanov Russian University of Economics, Moscow, Russia and Sergei Smirnov , St. Petersburg State University, Russia	Innovating Sustainable Development: A Best Practice from Ecuador During COVID-19 Piaggese Danilo and Helena Landazuri , Knowledge for Development, Alexandria, VA, USA, Jorge Andres Wills and Carol Zambrano , VERIS, Quito, Ecuador and Bo Jia , Tsinghua University, Beijing, China
17:00	Networking in Small Groups to Catch up with Colleagues and build New Connections for Future Collaboration			
17:30	<i>Close of Conference Day</i>			

	Friday 4 December 2020			
09:00	Room 1 Opens Opening Messages			
09:05	Keynote Address: Dr. Klaus North, Professor of International Management at Wiesbaden Business School, Germany The Future of Knowledge Work in the Digital Economy			
10:50	<i>Break</i>			
	Room 1 Stream A: Intellectual Capital Chair: Elizabete Cardoso	Room 2 Stream B -Mini Track on Knowledge Management & Academic-Industry Relationships Chair -Shane McLoughlin and Clare Thornley	Room 3 Stream C: Collaboration Chair - Pattanapong Tiwasing	Room 4 Stream D - KM Issues Chair - Alexander Pfeiffer
10:00	Embedding Social Capital into the Value of the Firm Williams David, University of Canberra, Australia	Engaged Scholarship: How to Improve University Engagement Within Academic-Industry Relationships Horan Conor and Nkechinyem Omeife , Technological University Dublin, Ireland	Collaboration for Innovation in Small KIBS Companies: Implications for Knowledge Management Bolisani Ettore and Enrico Scarso , University of Padua, Italy and Luca Giumann , Datasoil SRL, Italy	European Space Agency's Journey in Knowledge Management Baldesi Gianluigi, European Space Agency, Paris, France (Presentation only)
10:20	Intellectual Capital: A Third Party's Point of View Ophir Dan, Ariel University, Israel	University Interactions: Forms, Peculiarities and Tensions Omeife Nkechinyem and Conor Horan , Technological University Dublin, Ireland	Collaborative Approach to Defining Knowledge Goals in a Slovak Bank Podhajsky Michael and Roman Ujbanyai , VUB Banka, Bratislava, Slovakia (Presentation only)	A Knowledge Management Lens to Talent Management: Towards a Framework Mejri Kais and Mohammad Aldoghan , King Faisal University, Saudi Arabia
10:40	Role of Marketers' Knowledge and Motivation in the Generation of Positive Customer Experiences Penalba Carmela and Josune Saenz , Deusto Business School, San Sebastian, Spain, Paavo Ritala and Mika Vanhala , LUT School of Business and Management, Lappeenranta, Finland	Implementing UN Sustainability Development Goals Through Engagement Within University Communities of Practice Delaney Kevin and Conor Horan , Technological University of Dublin, Ireland	New Collaboration is Knowledge-Based: What, Why and How Bettoni Marco, Steinbeis Consulting Center Knowledge Management & Collaboration, Switzerland and Eddie Obeng , Pentacle Virtual Business School, UK	Revisiting the Knowledge Management Audit: Learning From Practice in a High-Performance Sport Organisation Sohal Divyata, Henley Business School, UK, Gillian Ragsdell , University of Sheffield, Donald Hislop , University of Aberdeen and Peter Brown , Institute of Sport, Bath, UK
11:00	Knowledge Management, Agile Businesses and Foreign Languages: A Theoretical Analysis Illustrated with the cases of Russia and Portugal Tome Eduardo, Universidade Europeia, Lisbon, Portugal and Elizaveta Gromova , Peter the Great Polytechnical University, St Petersburg, Russia	University-Industry Collaboration: A case study of a Research Programme Afonso Jorge, Bosch Car Multimedia, Braga, Portugal and Fernando Romero , University of Minho, Portugal	Online Academic Advising System for Student and Advisor Collaboration in Higher Education Encarnacion Riah, Oman Tourism College, Muscat, Sultanate of Oman (Presentation)	A Framework for Knowledge Management System Adoption in Small to Medium Enterprises van Zyl Werner, Sanchen Henning and John Andrew van der Poll, University of South Africa, Midrand, South Africa (work in Progress Presentation)
11:20	Knowledge Management in Sustainable and Smart Tourism: a Review of Empirical Research Rodrigues Paula, Elizabeth Real de Oliveira , Pedro Rodrigues and Miguel Guerreiro , Universidade Lusitana-Norte, Portugal	Using Online Learning in Audit Education: Impact on Student Satisfaction and Knowledge Sharing Processes During the Outbreak of COVID-19 Nguyen Hoang To Loan, UEH, Ho Chi Minh City, Vietnam	Information Management (IM) and Big Data Demigha Souad, University of Paris 1 Sorbonne CRI, France	HR Professionals' Knowledge of firms' Quality Requirements: An Exploratory Study Szafrański Maciej, Poznan University of Technology, Poland and Scott Erickson , Ithaca College, USA
11:40	<i>How do we better live and work in a hyper-connected, complex world?</i> <i>A Knowledge Café led by David Gurteen</i>			
13:00:0	<i>Lunch</i>	<i>Lunch</i>	<i>Lunch</i>	<i>Lunch</i>

	Room 1 Stream A: Gamification, Storytelling and Knowledge Transfer Chair: Anitha Chinnaswamy	Room 2 Stream B - KM Issues Chair - Joanna Samul	Room 3 Stream C - Innovation Chair - Vahid Jafari-Sadeghi	Room 4 Stream D - Branding, Conflict and Mistakes Chair - Dan Ophir
13:30	Removing Barriers to Share Knowledge in Digital Transformation with Lego® Serious Play® Cox Sharon and Deborah Evans , Birmingham City University, UK	The Largest Polish Companies and the Transfer of Knowledge in Cyberspace Skolik Sebastian , Częstochowa University of Technology, Poland	Sources of Information for SMEs Innovation Performance in Selected CEE Countries Gyamfi Solomon and Jan Stejskal , University of Pardubice, Czech Republic	Domain Ontology Implementation in Slovak Bank: Case Study Ujbanyai Roman and Martin Podhajsky , VUB Banka, Bratislava, Slovakia (Non-academic)
13:50	Knowledge Management Approaches for Smart Services for Designing Adaptable and Personalized Video Games Antonova Alben a, Elissaveta Gourova and Boyan Bontchev , Sofia University, Bulgaria	The Web 2.0 Revolution and Knowledge Sharing in Formal Organizations in Poland Kukowska Katarzyna and Sebastian Skolik , Częstochowa University of Technology, Poland	Poly-Scale Evaluation of the Knowledge-based Economy Mikhaylov Andrey and Anna Mikhaylova , Immanuel Kant Baltic Federal University, Russia	Relational Capital: Knowledge Assets and Branding Erickson Scott , Ithaca College, Julia Schmidt , Ithaca College and Helen Rothberg , Marist College, USA
14:10	The use of Blockchain-Supported Reward Systems for Knowledge Transfer Between Generations. Pfeiffer Alexander , MIT, Cambridge, Ma, USA, Stephen Bezzina , Ministry for Education and Employment, Malta, Thomas Wernbacher , Donau Universität Krems, Austria and Vince Vella and Alexiei Dingli , University of Malta, Alesja Serada , University of Vaasa, Finland	Regional Observatory of Technology – Theoretical Framings and Practical Implementation: Case Study Olko Sławomir , Silesian University of Technology, Poland	Public Private Collaboration and the role of Learning in Developing Zero-Emission Neighbourhoods Ekambaram Anandasivakumar and Ann Kristin Kvellheim , SINTEF, Norway and Luitzen de Boer , NTNU, Norway	Conflict Management Styles and Knowledge Management: Theoretical Analysis with Application in Portugal de Mello Pedro Soares and Eduardo Tomé , Universidade Europeia, Lisbon, Portugal
14:30	A Maturity Model for Storytelling Development in Knowledge Organizations Brown-Grant Johel , US Department of State, Washington DC, USA	Major Categories of Best Practices and Lessons Learned in Building Renovation Ekambaram Anandasivakumar , SINTEF, Norway and Andreas Okland , INNOWIN, Norway	Innovation Cooperation as a Crucial Source of Firms' External Knowledge Vávra Michael , Yee Yee Sein and Gregor Vohralik , University of Pardubice, Czech Republic	Knowledge Management in Peace-Building Scenarios in Colombia: The Special Jurisdiction for Peace Cano Mejía Vanessa and Diana Lucía Gómez Santamaría , Institución Universitaria de Envigado, Colombia, Juan David Arias Suárez , Institución Universitaria Politécnico Grancolombiano, Colombia
14:50	Challenges of Digital Knowledge Sharing in the Cultural and Creative Industries Danko Lukas and Zuzana Crhova , Tomas Bata University in Zlín, Czech	Knowledge Management Processes and Organizational Change Towards Sustainability: A Case Study Klingenberg Beate , Caroline Rider , Helen N. Rothberg and Ken Sloan , Marist College, Poughkeepsie, USA	Three-Dimensional Encoding of Emerging Meanings in AI-systems Zatsman Igor , Institute of Informatics Problems of the FRC CSC RAS, Moscow, Russia	The Power of Mistakes - Constant Learning Culture and Hierarchy Kucharska Wioleta , Gdansk University of Technology, Poland and Denise Bedford , Georgetown University, Washington, USA
15:10	Room 1 Summary of the Conference Presentation by and Award to the winner of the KM and IC Excellence Awards Award to the Best Poster, PhD and Masters Papers			
15:30	<i>Close of Conference</i>			