

## Tweets from 19 – 20 July 2011 <http://www.kmaustralia.com>

After the tweets are Michelle Lambert's – Google + postings



[DeltaKnowledge](#) Stuart French

[#KMAUS](#) is over for 2011 and so is my tweet-barrage. Hope you all got something useful from them. :)

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[DeltaKnowledge](#) Stuart French

Areas of cultural taboo cannot be influenced from the outside, but like the case of genital mutilation, change from inside can work [#KMAUS](#)

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[DeltaKnowledge](#) Stuart French

Talking about the Neem Tree patent controversy in India. [#KMAUS](#)

<http://bit.ly/niXe5G> Can a community own a patent?

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The sad part is that even though scientists found real value in AIDs meds, they could not get 1st world funding because of the source [#KMAUS](#)

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[DeltaKnowledge](#) Stuart French

It is critical in cross-cultural collaborative learning to have a space where all participants are seen as equal [#KMAUS](#)

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Indigenous plant-based healing prolonging life of AIDs sufferers by 5 yrs. Collaborative team of healers and scientists investigate [#KMAUS](#)

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Build bridges: ie: The move from Molecular Biology to Systems Biology is a move toward the indigenous view of healing [#KMAUS](#)

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Why Validate Indigenous Knowledge? Confirm its impact, empower its practitioners, find new ways of seeing research [#KMAUS](#)

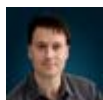
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[DeltaKnowledge](#) Stuart French

When talking about country-level problems, just 1 generation is nothing to wait. Education of kids with larger worldviews is critical [#KMAUS](#)



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In intercultural work, look for the bridgebuilders to emerge. It wont always be the cheif facilitator. Be flexible & open to best fit [#KMAUS](#)

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Validation between Scientist and Indigenous knowledge can work both ways [#KMAUS](#)

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Great story of researcher of turtles on Barrier reef being told the answers to her research by local Traditional owners [#KMAUS](#)  
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[DeltaKnowledge](#) Stuart French  
Innovation Partnership adds Scientists to the existing Farmers, Hunters and Healer indigenous classes. [#KMAUS](#)  
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[DeltaKnowledge](#) Stuart French  
We need to deal with the issue of knowledge ownership. Indigenous K doesnt lend itself 2 normal patent protection, no single inventor [#KMAUS](#)  
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[DeltaKnowledge](#) Stuart French  
One simple innovation from a village was a coconut tree climber! Fund helped them patent the idea [#KMAUS](#)  
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[tanedgar](#) Edgar Tan  
@  
[@andrewbish](#) thanks Andrew. The participants were kind to me phew  
[#kmaus](#)  
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[DeltaKnowledge](#) Stuart French  
How can I challenge my assumptions to capture a new world-view that unlocks innovation? [#KMAUS](#)  
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[DeltaKnowledge](#) Stuart French  
Sometimes our [#KM](#) issues aren't proggressing, not because we lack tools or systems, but because of something we can't unlearn [#KMAUS](#)

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Just by being a catalyst, the World Bank helped a South African com'ty in distress not only recover but land a \$100k contract from EU [#KMAUS](#)

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Always in cross-cultural situations, a humility and tolerance of different world-views form the basis for communications [#KMAUS](#)

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Unlearning is a critical skill for the 1st world facilitators [#KMAUS](#)

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Needs 1) Shared Vision 2) Dev Exchange concept 3) Prep processes 4) K Exchange visit 5) Feedback & planning 6) The way ahead [#KMAUS](#)

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When working with indigenous communities, can we work as simply a connector between communities? Big YES, but it has to be in synch [#KMAUS](#)

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Food for Works programs encourage locals to work. But there is no equiv'nt program that encourages better thinking yet that is needed [#KMAUS](#)

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You can find local, traditional solutions for each of the Millenium Goals of the UN in African communities [#KMAUS](#)  
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It is about leveraging from both global and local knowledge systems, not solutions developed by one or the other [#KMAUS](#)

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Your aim is to achieve the best local fit [#KMAUS](#) I am melting in my seat, this is the ultimate rebuttle to simple Best Practice

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Its more about creating space for communities to learn by doing and solving problems rather than giving them something from outside [#KMAUS](#)

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Indigenous knowledge can help increase: Efficiency, Effectiveness, Empowerment and Sustainability [#KMAUS](#)

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Nikolas's story about the Walkie-Talkie given to the African midwife is a great example that YES, sometimes KM is about technology [#KMAUS](#)

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@  
[@chieftech](#) Not so much at Sharepoint, but at the way Sharepoint often gets implemented [#KMAUS](#)

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A woman in Sweden has a 1 in 30,000 change of dying in childbirth. It is 1 in 7 in Sierra Leone/Afghanistan! Crikey!!! [#KMAUS](#)

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Indigenous people may be poor materially, but they are rich in traditional knowledge systems that help sustain their livelihoods. [#KMAUS](#)

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Every community in the world has experience, they are just different experiences. NOT BETTER, just different. [#KMAUS](#)

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Looking at maps from history of the world. Europe was SO FAR BEHIND the Chinese. We need to be humble about our knowledge [#KMAUS](#)

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It's not about innovating for them, but innovating through the indigenous culture. [#KMAUS](#)

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Nicolas' focus on indigenous knowledge is what can we take from it to aid development and save lives [#KMAUS](#)

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Second (& last) workshop with Nicolas Gorjestani from World Bank on Learning from Indigenous Knowledge Systems [#KMAUS](#)

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The problem that yr teams initiative is trying to solve (mandatory) is diff to chance of achieving it (risk). Judge these separately [#KMAUS](#)

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[camcgr](#) C McGrath

[@deltaknowledge](#) thanks for the [#KMAUS](#) - I too would like to say great job and thanks

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[DeltaKnowledge](#) Stuart French

@

[@bstow](#) My pleasure Brad. Amazing story about a very effective project at the World Bank. So many lessons. [#KMAUS](#)

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[bstow](#) Bradley Stow

@

[@deltaknowledge](#) thanks for the [#KMAUS](#) tweets, interesting

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[DeltaKnowledge](#) Stuart French

Fantastic workshop by Nicolas Gorjestani, just so many great ideas. Way too many to tweet! [#KMAUS](#)

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[nahumg](#) Nahum Gershon

RT [@DeltaKnowledge](#) Not having a metric isn't acceptable [#KMAUS](#) >Not everything that counts cn B counted,&no... (cont) <http://deck.ly/~ziJlc>

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Dont underestimate the amt of editing/indexing it takes. Be very strategic about who u interview so you fulfill your strategic goal [#KMAUS](#)

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What would Nicolas do diff'tly? Didnt strategically market enough. We didn't focus enough on key issues. Continued focus on reuse [#KMAUS](#)

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Instead of using the word Pilot, maybe "Proof of Concept" so you can survive changes in leadership or sponsorship [#KMAUS](#)

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When you are piloting this way you are inventing something new, so ALWAYS keep the question of what you are trying to solve in mind [#KMAUS](#)

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World Bank Lessons Learned: Start Small, adapt as you go, and keep it simple. [#KMAUS](#) [#wisdom](#) [#projectmgt](#)

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"Just do it" doesn't mean you don't plan, it means your planning accounts for serendipity [#KMAUS](#) <Brilliant [#compexity](#)

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As with all complex situations, over-control and planning can reduce emergence and true value. [#KMAUS](#)  
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The different perspectives harvested by debriefing builds a rich tapestry of an environment. Patterns for success emerge [#KMAUS](#)

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Debriefing: a technique that allows for authority free, pressure free, personal, emotional, "what if" sharing that is usually missed [#KMAUS](#)

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Always get feedback from the contributors/users/supervisors/managers. This can feed back as either metrics or testimonials [#KMAUS](#)

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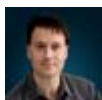


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If usage isn't where you want it means it may not be meeting a need, or it may just not be usable enough. Small tweaks may fix [#KMAUS](#)

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The tracking of these metrics over time not only allows you to react to issues, but tells a valuable story/testimony [#KMAUS](#)

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By "Proxy", Nicolas means a "parametric" measure that while it isn't impact itself, it maps against the impact [#KMAUS](#)

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Example proxies: Intensity of use, time spent, projects impacted, % increase over time. At World Bank, the Intensity Index became #1 [#KMAUS](#)

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Each level of KM outcome requires 1) Access 2) Use 3) Satisfaction with metrics for each. [#KMAUS](#)

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Building a results framwrk [#KMAUS](#) 4) Long Term Outcome, ie: survey of users to ascertain effectiveness and evidence of use/reuse

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Building a results framwrk [#KMAUS](#) 3) Intermediate Proxy, ie: increase in number of users

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Building a results framwrk [#KMAUS](#) 2) What are short term indicators? ie: user satisfaction for accessing knowledge

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Building a results framwrk [#KMAUS](#) 1) Articulate clear goals related to strategic issues

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You need to build a results framework to answer the "So what?" question otherwise your platform is just a nice little indulgence [#KMAUS](#)  
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In between Implementation and Results you need to have Intermediate Outcomes and Outcomes [#KMAUS](#)

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If you can't find a metric, at least find a proxy. Not having a metric is not acceptable [#KMAUS](#)

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Whether the glass is half full or half empty doesn't matter if the quality of the water is the issue. [#KMAUS](#)

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Not everything that counts can be counted, not everything that can be counted counts - Einstein [#KMAUS](#)

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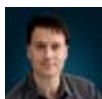


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Setting our metrics is critical [#KMAUS](#)

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Archetypes can also get the idea across they work is serious but can also be fun [#KMAUS](#)

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Take care not to target individuals. What you can do, is build archetypes of a different company. Include +ves & -ves attributes [#KMAUS](#)

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Other archetypes: Meticulous Bureaucrat (Rules Is Rules!), Narrow Minded Nit-picker (ultra-detailed focused, inclined to sabotage) [#KMAUS](#)

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Build up an album and people can peruse [#KMAUS](#)

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Some archetypes: Clumsy Puppy (new enthusiastic recruit), Couch Referee (demanding arrogant, feel they are the victim) [#KMAUS](#)

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They are a neutral personal space to reflect on own behaviours [#KMAUS](#)

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If somebody tells us to change we will not change, but if we recognise our weakness in someone else we will change [#KMAUS](#)

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Archetypes are humerous ways to communicate sensitive areas [#KMAUS](#) It is a nice mirror to our face. We recognise ourselves personally.

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You can use good archetypes to get across tough issues. Good archetypes are 'fact in fiction' [#KMAUS](#)

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[#KMAUS](#) How to tell a good story? Include aspects of learning, empowerment and technology

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[#KMAUS](#) How to tell a good story? Same story can have different focus or emphasis depending on the audience

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[#KMAUS](#) How to tell a good story? Have a message - needs a beginning and end, where to begin is critical

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[#KMAUS](#) How to tell a good story? Make it memorable and meaningful

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Canned internal PR stories are a waste of time when it comes to this. A little bit of focus & embellishment is OK [#KMAUS](#) Focus on the message

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Why do stories work? [#KMAUS](#) Easy to remember, Natural, Appeal to right brain, Provides context, handles complexity, Can lead w/out authority  
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World bank answer? Build a hospital! Local answer? \$100 walkie talkie. Bazingah! [#KMAUS](#)

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Development results can sometimes be achieved with very small input. But you MUST tap in to the local knowledge to leverage it [#KMAUS](#)

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In 3yrs reduced in fact mortality by 50%!!! Wow, what a result [#KMAUS](#)

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Great story about giving a WalkieTalkie to a village midwife being the link between Modern & Traditional Knowledge systems [#KMAUS](#)

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If high-level managers can take time to reflect (Nicolas interviewed Presidents of countries) then it was OK for others to do so [#KMAUS](#)

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All the different options weren't planned, They just did it and as people asked for different formats they would respond [#emergence](#) [#KMAUS](#)

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Experimented with transcripts didn't really take off, but you do need to try different media for different people's needs [#KMAUS](#)

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An impromptu video taken of the President at Story sharing session was discretely shown to absent middle mgt that broke down excuses [#KMAUS](#)

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RT [@ITSinsider](#): Open Work: Using Social Software To Make Our Work Visible Again - [@dhinchcliffe](#) <http://bit.ly/mW72Y5> [#intranet](#) [#KMAUS](#)

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The beauty of these videos is that the storied give context, allowing the knowledge to be adaptively reapplied in different scenarios [#KMAUS](#)

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Never lose sight of why you are doing this debriefing. What organisational goal are you filling? [#KMAUS](#)

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None of the Mauritania work (hugely successful) was planned & simply emerged as people saw the value of video stories from the source [#KMAUS](#)

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The subject becomes the teacher and some become highly enthusiastic about the program, wanting to deploy in in their own countries! [#KMAUS](#)  
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If stuck with a choice, its better to have somebody that doesn't know anything about the topic than a subject matter expert [#KMAUS](#)

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You need somebody that is familiar enough to pose teaser questions, but will not get dragged in to personal issues and interests [#KMAUS](#)

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The biggest thing you want to avoid is argument and settling professional scores [#KMAUS](#)

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How did they overcome the cognitive bias of the interviewers? [#KMAUS](#) Do you use the expert of the outsider? Neither is effective.

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In this case, tighten the box and get them to talk about something more specific. Once they start they will become more comfortable [#KMAUS](#)

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Reflection doesn't just need opportunity, it needs skill. Some people have just forgotten how to reflect. [#KMAUS](#)

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Sure, they were gurus and behaved like gurus, but together they represent 750 years of experience. How can you ignore that??? [#KMAUS](#)

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People would rather recognition by peers and superiors over an iPod

[#rewards](#) [#KMAUS](#)

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Often lower-level staff (camera shy, etc) would be thrilled that somebody from head-office would come and interview them [#KMAUS](#)

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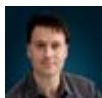


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Learning Kits and Learning Tours created on DVD with a combination of stories [#KMAUS](#)

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The front web-page of the debriefings site has 12-odd pictures of people with links to their stories. Changes over time with themes [#KMAUS](#)

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The power of this medium is the authenticity. You can see their body-language and know if they are making it up [#KMAUS](#)

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KM Australia, Asia Pacific Congress TWEET Stream: <http://t.co/pMuG0Ra>  
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Developing trust is the most important thing in the debriefing session, often the real knowledge doesn't start until you gain it [#KMAUS](#)

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We were doing this to fill a specific gap in the organisation's operational delivery. Everything we did always pointed back to that [#KMAUS](#)

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[michellelamb](#) michellelamb

thanks you, keep the stream coming great work RT [@deltaknowledge](#): Stories MUST capture What, How AND Why [#KMAUS](#)

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[md\\_santo](#) Md Santo

Measuring the Effectiveness of [#KnowledgeManagement](#) <http://bit.ly/qJjvmK>  
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[Shahbahraz](#) Doug Melville

[#kmaus](#) looking at Bovis iKonnnect - built on Lotus Notes tech - interesting to me as I built Lotus like this 17 yrs ago. "Plus ca change"...

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[Shahbahraz](#) Doug Melville

[#kmaus](#) hope everyone got home safe and sound. sorry i wont make the workshops. my favourite part of conferences. but 3 days backlog already

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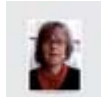
[Metaphorage](#) Arthur Shelley

@

GREAT ideas repeat [@DeltaKnowledge](#) My primary school motto: Deeds not Words My Highschool motto: not by oneself alone (translated) [#KMAUS](#)

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[michellelamb](#) michellelamb

RT [@tmeme](#): [#kmaus](#) hey ark group , how about you storify the tweets from the conference and place on the disk u post to participants :) 3...

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[corza](#) Cory Banks

Great to catch up with the wonderful KMers at [#kmaus](#). Don't be a stranger. Good luck.

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[Metaphorage](#) Arthur Shelley

[#kmaus](#) Thanks for all the Tweets guys. Good to gear the audience perspectives. [@DeltaKnowledge](#) [@michellelamb](#) [@kdelarue](#) [@miladyred](#)

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[Tmeme](#) Tania Soler

[#kmaus](#) "technology is not the interesting thing here, it's solving a business problem " James Robertson step two

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[Shahbahraz](#) Doug Melville

[#kmaus](#) all i will remember of this is treating tense hallucinating elephants with knowledge suppositories

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[miladyred](#) miladyred

Don't agree with the term knowledge dominance at all! [#kmaus](#) It's like management but with a loser

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[michellelamb](#) michellelamb

Great presentation by - Neo Kim Hai head of KM Singapore Armed forces Ministry of Defence my notes on G+ <http://ow.ly/5IF8B> [#KMAus](#)

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[corza](#) Cory Banks

Mention of the OODA loop at [#kmaus](#). Observe, Orient, Decide and Act <http://t.co/FplWln3>

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[kdelarue](#) Keith De La Rue

[#kmaus](#) "If you make the \*complicated\* simple, you make it better. If you make the \*complex\* simple, you make it \*wrong\*." - Helen Hasan.

[23 hours ago](#) [Favorite](#) [Retweet](#) [Reply](#)

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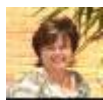


[miladyred](#) miladyred

Great point! When bringing people you have worked with prev, work out if they can do what you need now not what they did well in past [#kmaus](#)

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[elmibester](#) Elmi Bester

Mmm... maybe not only Sharepoint guys RT [@neridahart](#) Ask a Sharepoint guy for a glass of water and he will dig you a well 8-( [#kmaus](#)

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[zaana](#) Zaana Howard

@

Nice line :) RT [@deltaknowledge](#): [#KMAUS](#) "If you don't have an audience, borrow somebody elses" [@rexster](#)

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[miladyred](#) miladyred

Social networking is a newspaper vs email as a letter - fabulous analogy

[#kmaus](#) find the vehicle that works for you in your environment

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[kdelarue](#) Keith De La Rue

[#kmaus](#) Used Yammer feedback to change company policy within 24 hours.

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[DeltaKnowledge](#) Stuart French

[#KMAUS](#) Take a bunch of PhDs 50 years or a crowd sourced database 3 months to solve a huge scientific problem? Yep sounds like KM to me!

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[Shahbahraz](#) Doug Melville

Deloitte's approach. Don't let it stop you doing it. Smart people use smart tools smartly. [#kmaus](#)

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[michellelamb](#) michellelamb

[#KMAus](#) presentation from NAB about the innovation in their Learning Academy via Google + <http://ow.ly/5HGbk>

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[kdelarue](#) Keith De La Rue

[#kmaus](#) [@rexster](#) up now. Refreshing stuff. [@deloitte digital](#) "forget" business cases, and don't have Hosni Mubarak in charge of social media.

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[DeltaKnowledge](#) Stuart French

Podcasting is becoming a big part of the Academy. No scripting/editing, just record a conversation & post it so others can access [#KMAUS](#)

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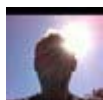


[miladyred](#) miladyred

Interesting thought generated by Cheryle - we are impacted upon as we impact tech. Great doco on this <http://bit.ly/rfkbZM> [#kmaus](#)

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[whatwouldiknow](#) Damien Battison

Your ontology should always drive your epistemology but that doesn't mean you should drink drive [#kmaus](#)

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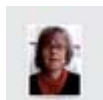


[kdelarue](#) Keith De La Rue

[#kmaus](#) Technology can connect us - but it is people who collaborate.

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[michellelamb](#) michellelamb

[#KMAus](#) here is my Google + post from the first speaker Nicholas Gorgestani -check out this and let me know what you think <http://ow.ly/5HBeW>

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[corza](#) Cory Banks

Post on keynote address at [#kmaus](#) from Nicholas Gorjestani

<http://j.mp/nlVZIJ> [#km](#)

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[DavidGurteen](#) David Gurteen

[#kmaus](#) follow the live tweeting from KM Australia now! [#KM](#)

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[michellelamb](#) michellelamb

[#KMAus](#) doing sort of post like a blog on Google + 2 b shared when speaker is finished instead of doing many tweets when posted feedback pls

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[DeltaKnowledge](#) Stuart French

Learning to unlearn is difficult to learn [#KMAUS](#) We try to manage Knowledge like we did Land and Capital [#KMAUS](#)

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[whatwouldiknow](#) Damien Battisson

From vertical stove pipes to horizontal communities [#kmaus](#)

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[whatwouldiknow](#) Damien Battisson

Oxymoron: Network Head [#kmaus](#)

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[marcelvanegdom](#) Marcel van Egdome

We don't need more information, we need a better understanding of it

[#KMAUS](#) [#km](#)

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[s2d\\_jamesr](#) James Robertson

At KM Australia ([#kmaus](#)) today, looking forward to listening first, and then speaking tomorrow

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[miladyred](#) miladyred

Suddenly my work pattern becomes clear "it is the role of KM workers to have conversations" "conversation is a meeting of minds" [#KMAus](#)

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[a4x4kiwi](#) Malcolm Faed

At [#kmaus](#). Luna park in sydney. Looking forward to learning lots of knowledge management goodness , catch up with friends and meet some new

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[miladyred](#) miladyred

Breakfast at Ripples prior to [#KMAus](#). Aaah sweet sweet coffee

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[corza](#) Cory Banks

Gotta love taking the train over Sydney Harbor Bridge. Off to [#kmaus](#) [#km](#)

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[LinexSystems](#) Linex Systems

Tweets from KM Asia-Pacific Congress

<http://search.twitter.com/search?q=%23KMAus> [#KMAus](#)

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[marcelvanegdom](#) Marcel van Egdome

Creating a comfortable space for tacit knowledge sharing [#KMAUS](#)

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[marcelvanegdom](#) Marcel van Egdome

The power of conversations and injecting it into a knowledge strategy

[#KMAUS](#)

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[miladyred](#) miladyred

Looking forward to another inspirational [#kmaus](#) will be lovely to catch up with everyone once more. Have already run into [@davidgurteen](#)

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[corza](#) Cory Banks

Have landed in Sydney ahead of [#KMAus](#) conference tomorrow. Day full of meetings then catching up with KMers for a beverage. [#KM](#)

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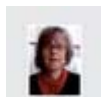
[helmitch](#) Helen Mitchell

@

[@michellelamb](#) have a great time at [#kmaus](#) I shall be watching those tweets with gusto! :-)

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[michellelamb](#) michellelamb

see you tonight RT [@kdelarue](#): [@DavidGurteen](#) [@corza](#) [@michellelamb](#)  
About to board Flight to SYD now for [#kmaus](#).

[18 Jul Favorite Retweet Reply](#)

»



[kdelarue](#) Keith De La Rue

@

[@DavidGurteen](#) [@corza](#) [@michellelamb](#) About to board Flight to SYD now for [#kmaus](#).

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[kdelarue](#) Keith De La Rue

En route to SYD for [#kmaus](#). @ Qantas Club - Domestic Lounge

<http://instagr.am/p/H5tvyl/>

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[DavidGurteen](#) David Gurteen

In my hotel room in Sydney preparing for my knowledge cafe workshop at [#KMAUS](#) tomorrow <http://bit.ly/ndF8wT> [#KM](#)

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[tanedgar](#) Edgar Tan

@

[@michellelamb](#) [@corza](#) trust that [#kmaus](#) will provide free wiki for tweeties  
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[DavidGurteen](#) David Gurteen

RT [@corza](#): Who else is going to be at [#kmaus](#) this week? [#km](#) [#li](#) /I will :-)  
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[michellelamb](#) michellelamb

@

[@corza](#) when do you arrive in Sydney [#KMAus](#)  
17 Jul [Favorite](#) [Retweet](#) [Reply](#)

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[tanedgar](#) Edgar Tan

@

[@michellelamb](#) only arriving tue am in fact will miss start of [#kmaus](#)  
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[corza](#) Cory Banks

Who else is going to be at [#kmaus](#) this week? [#km](#) [#li](#)  
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[md\\_santo](#) Md Santo

Mobee Knowledge K-base on [#SocialMedia](#) <http://bit.ly/eflrлу> [#km](#) [#KMers](#)  
[#KM4Dev](#) [#KMAsia](#) [#KMEdu](#) [#KMAus](#) [#knowledge](#)  
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[md\\_santo](#) Md Santo

Mobee Knowledge K-base on [#Knowledge](#) Economy <http://bit.ly/q0AhPA> [#km](#)  
[#KMers](#) [#KM4Dev](#) [#KMAsia](#) [#KMEdu](#) [#KMAus](#)  
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[tanedgar](#) Edgar Tan

In Sydney for [#kmaus](#) 19-21 next week. Would like some company especially on Thursday.

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[md\\_santo](#) Md Santo

Auditing [#Knowledge](#) Services vs Mapping Knowledge Services

<http://bit.ly/hkGZng> [#km](#) [#KMers](#) [#KM4Dev](#) [#KMEdu](#) [#KMAsia](#) [#KMAus](#)

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[md\\_santo](#) Md Santo

[#KMers](#) [#KMEdu](#) [#KM4Dev](#) [#theoreticalphysics](#) [#physics](#) [#philosophy](#)

[#KMAsia](#) [#KMAfrica](#) [#KMAus](#) [#km](#) Background reading... (cont)

<http://deck.ly/~LKXpo>

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## Michelle Lambert – Google + postings

michelle lambert - Yesterday 12:25 - Public  
20 July 2011

Great presentation by - Neo Kim Hai head of KM Singapore Armed forces Ministry of Defence

Kim is from the Singapore (SAF) armed forces is focusing on transforming themselves into the 3rd generation SAF. A knowledge based organisation.

1st component is hardware - they are able to deliver more capability due to the systems and networks that are behind the hardware. Its all about acting faster and making better operational decisions. Calabre attitude and sense of commitment are key to their vision.

KM is never new to the armed forces, it is part of the DNA of most military forces.

they use a  
1 - objective  
3 - imperatives

## 5 - initiatives

To be able to achieve capability they need to be knowledge centric across the entire organisation. They don't need convincing that it is key to success.

they are looking

to be a learning organisation, leverage on information, organisation excellence both in teams and unique relationships.

Operational complexity

OOTW operation other than war is how it is referred to in SAF

- 1) Learn new Operation Knowledge,
- 2) Internalise Quickly,
- 3) Apply in to Doctrines & Tactics. 3 yrs for the cycle no longer acceptable

IKC2 (I can see too) is the initiation of OODA Loop thinking in SAF that give network centric support to enable everybody in the network to keep across what's going on

They are predominantly a conscript service, now it is 2 year cycle time, this doesn't mean they learn less. It is key that they communicate all the things that these conscripts need to learn to become operationally ready.

New conscripts are all Gen Y so least problem for them to adapt with the new technology etc. These tablets etc are key to learning enablement

Building a Knowledge based organisation is like growing a tree

- nurture the culture

open discussion for important and complex topics

separate decision from convened when issues thoroughly debated

walk the talk, leadership attends OL courses

- Building knowledge capital

Invest in the people to adapt to changes and create new knowledge faster

continuing education

leadership development

professional military education and training

military domain experts - in uniform - stay till 65 non combatant but as essential support personnel

- Contributing back to the nation

- innovations around SARS solutions

- Hosting sharing opportunities

- Unifying IT Systems (use all open source systems except search engine)

Consolidate disparate systems

Common repository for explicit knowledge

- Enterprise System for Innovation Learning and Knowledge (eSILK)

they need a system to create accumulate and share, keeping it simple

to Harness the power of the network to create knowledge based environment for the commanders to see first, understand better, decide and act faster.....

They create knowledge hubs

task forces can draw upon expertise and knowledge from others

synergise inter agency and multi lateral maritime operation

fusion and description of ops knowledge partner navy etc

Innovating new processes

re-engineer system and processes for e-registry and e-meeting (smart meeting), a good IM/CM system. It isn't all about technology, they advocate reflection, coaching journaling  
Before going into action they institutionalise -

- Before action review,
- during action review and
- after action review

Smart meetings post paper a week b4 then you can post questions online pre the meeting if you like, trying to eliminate irrelevant questions.

He also gave us a sneak peak at their social media stuff.

They have tried many "main stream systems" most were too expensive and didn't do what they wanted them to do.

He is a one man office he facilitates by sharing and insources the Change Management team who are Gen Y's who are savvy with the new technology. these Change Management people are titled Sherpers who are there to help you help yourself.

[Nirmala Palaniappan](#) - Thank you for sharing!

Yesterday 14:00



[michelle lambert](#) - my pleasure, finding + is a really good tool for this sort of conference sharing

Yesterday 14:10



[Christopher Skene](#) - This was very interesting. Most modern organisations have turn-over at around the 2 year mark, so its very relevant.

## **lambert**



[michelle lambert](#) - 19 Jul 2011 - Public

Peter Williams CEO Delloite Digital -

OK he spoke so fast i had to just sit and listen then decided to jump back on +

if you don't have an audience borrow someone elses, they used to pay heaps of money to recruiters and decided to have their staff put on facebook, join me at Delloite, they get 5K per person who signs up. They now use it to recruit and saves the organisation heaps of money = ROI

Digital Dinosaurs - they now have the digital natives mentoring the digital dinosaurs - looking forward to the presentation on this at the KMRT meeting at the MCG on 3 August.

just loving their business continuity plan and app that is on their smartphones vs being back in the office or on the intranet where you cant find them because the system is down:(

The question from Peter - Where does Social fit in your KM strategy/structure?

its about open/out sourcing in your own organisation, you may not have the answer but someone else may well have

and soooo much more, had to be there really :)

Collapse this post



[Deloitte Digital Blog: Mentoring: It Works Both Ways](#)

Mentoring: It Works Both Ways. I sit on the Victorian AHRI council and one of my roles is to assist with the mentoring program which is a traditional mentoring program, matching an experienced HR prof...

[michelle lambert](#) - 19 Jul 2011 - Public

Manager Elearning and virtual learning team, Nab, Cheryle Walker is sharing a case study with us.

the two key questions that challenge her are  
What is informal Knowledge sharing and learning? how do we put it in business terms and demonstrate ROI.

What is social learning and what is the business benefit and ROI on that?

Nab has their learning approach in an Academy

Historical Nab approach has been face to face which is not a sustainable model with a geographically distributed workforce

They use the 70:20:10 learning approach to reduce the face to face and include online and on the job.

- 70% on the job
- 20% coaching, shadowing and mentoring
- 10% with online which encourages collaboration to form a virtual learning community

Elearning still has a way to go, but they have been working on how to guide the learning using user generated knowledge online with moderated environment. They also use a mix of all of these to create a relevant experience for the learners.

They use multimedia and AV creating their own version of Youtube that anyone can create or share and the measures are based on the hits and feedback from the users. They are housed on a content management system and shared virally within the org :)

Content is searchable and can be disposable depending on your needs, quick easy content easy to share. They even deliver the how to's via the same channel to assist in breaking down the barriers with a practical approach for users.

They provide the flip cameras to allow the staff to create it themselves or an assisted approach.

they see is as democratising learning, all have something to share that can be of value and addresses part of the 70% on the job learning.

The call centre use these tools to analyse calls that have been recorded to discuss how it could be differently, or why it went so well.

They also use it for project wrapups and lessons learnt sessions and compile them for sharing, informal capture and viral distribution :)

Her question posed to the room was how would you see the business benefits of informal and social learning in your organisation?

How to manage it to minimise chaos? existing policies cover the new platform and are used. Nothing is done anonymously, release forms, there is a process that you go through before you are let loose on the system. It is very cheap and agile content development. There is an expiry date on the content so they can contribute to that, the videos are compressed so dont take much data, they are also required to tag the videos.

They allow producers to keep their content if it is wanted post expiry but it is up to that part of the business to store it where they want to.

What demographic use it? it is a graduate thing but the Academy staff contact areas that are more silent and proactively helping them do it to ensure balanced sharing.

They also got some great content for their current Breakup Campaign that were forwarded on to Marketing

[michelle lambert](#) - 19 Jul 2011 - Public

Latest Blog post 8 Reasons Why Social Media Fails in Organisations - what we can do about it beginning with Strategy, Governance and Ownership. Join the conversation

<http://stateofchange.com.au/2011/07/18/8-reasons-why-social-media-fails-in-organisations-part-1-no-strategy-governance-or-ownership/>



**8 reasons why Social Media fails in organisations Part 1: No Strategy, Governance or Ownership** « [State of Change](#)



8 reasons why Social Media fails in organisations Part 1: No Strategy, Governance or Ownership. July 18th, 2011 § Leave a Comment. Last week I was in Brisbane Australia having been invited to share in...

[michelle lambert](#) - 19 Jul 2011 - Public

Next speaker for #KMAus is Stuart French from the Health Technology Industry in Melbourne. He will be taking us on a journey of GO!

Complexity and the game of GO [http://en.wikipedia.org/wiki/Rules\\_of\\_Go](http://en.wikipedia.org/wiki/Rules_of_Go)

A Knowledge Managers we need to be complexity experts. The mix in the room is about 50% people who dont understand much of complexity theory at all.

He is just introducing David Snowden, - your ontology should always drive your epistemology :) When you have a hammer everything isnt a nail. and his Cynefin Framework for sense making <http://en.wikipedia.org/wiki/Cynefin> see diagram below. Chess fits in Complicated , Go fits in the complexity domain.

The trick in complex environments is to be adaptive

8 out of 10 CEOs predict significant complexity ahead and dont know how to manage it :s

We need great metaphors to teach others to manage in a complex environment we need a way to practice recognising and managing complex environments

Stuart is now playing an example game to demonstrate to the room how GO works Showing the nuances of losing a battle to win the war

now we are going to practice in a SAFE FAIL environment - lose fast to learn fast

It seems to be a great energy in the room, lots of people struggling but having fun

Key lessons:

- Ambient awareness - listening at the water cooler
- adaptive ability - key to success and sustainability

Collapse this post



## Cynefin - Wikipedia, the free encyclopedia

Cynefin. From Wikipedia, the free encyclopedia. Jump to: navigation, search. A diagram of the various domains of the Cynefin model. The Cynefin (pronounced /ˈkɪnɪvɪn/) framework is a model used to des...

[michelle lambert](#) - 19 Jul 2011 - Public

Very interesting to see the history of the why of COPs in the World Bank by Nicholas Gorgestani who is a former Chief Knowledge and learning officer at the World Bank.

Trust is key to knowledge sharing, how do you measure trust?

He keeps linking it back to mindsets within the organisation

when asking managers to create a new title that was appropriate to their networks they came up with the title of Network Heads :s the other title they came up with was Network Anchors. Love the fact that they were asked to think about networks in a non hierarchical way and they just cant break away from it. This all within an organisation that has actually achieved quite a lot in the space.

One wonders just how much they could have achieved if they were truly in the mindset of the networks and sharing

He is currently sharing visuals that represent the mechanistic view of organisations vs the organic view. Linking it to the same approaches that are used in relation to Knowledge Sharing, which ones work and of course which ones dont.

Showing the first footprint on the moon, how the astronauts had to unlearn the walking thing and relearn how to walk in a different environment.

The thought that came to me here is if the first step on the moon was today it would no doubt have a brand name in the dust and then NASA would have plenty of money to continue what they do best.

Fascination with Best Practice - why are we wedded to it, yet avoid learning from failure. Its how we learn as kids!

Companies need to learn from failure, its one thing to identify a failure or learning, it is quite another thing to identify them and then to learn from them. Last year the World Bank had a Fail Faire - the message is failure is ok as long as you learn from it and it leads to something better.

in our drive to measure efficiency and effectiveness what are the unintended consequences of this. What happens to creativity, sharing and innovation? How can we assist management to think in different ways - the Future of Work is a good book to assist with this.

Creative organisations in his mind is a very different looking beast, it looks more like a diagrams where atoms and protons are interacting. How will we motivate knowledge workers in the 21st century

\* how do you create meaning

\* how do you allow coordinate and collaborate

\* how can you allow the organisation to behave like a startup

Examples of this type of organisation is 3M, Gortex

Connection is not collaboration, modern technology is not collaboration, it enables connection but doesnt mean they will collaborate.

Another mindset is how we look at problems, Problem solving and problem finding, one is what should be the other is what could be! How do we encourage people to think about this in organisations.

Leveraging individual intelligence to harvesting the collective intelligence. An example of this is Wikipedia :)

Fiat Mio a vehicle designed by crowd sourcing see below

Innovation has to take a different form, from fixed armies push model to loose networks pull model cost innovation, competition innovation. Its all about differentiation, the will look and feel different to demonstrate their differentiation.

Singapore Airport, they are in the business of running a shopping mall that just happens to have an airport

Google is the worlds most popular advertising agency that happens to have a search engine  
A Book you can consider is different Youngme Moon

Cory Banks and I are considering his Dell which is a product and my Mac which is an idea :)

Linking it all back to perspective

Real voyage of discovery consists not of seeing new lands but of seeing with new eyes -  
Marcel Poust

Soft is the Real Hard

[michelle lambert](#) - the other book that we shared was [http://www.amazon.com/Different-Escaping-Competitive-Youngme-Moon/dp/0307460851/ref=sr\\_1\\_9?ie=UTF8&qid=1311035666&sr=8-9](http://www.amazon.com/Different-Escaping-Competitive-Youngme-Moon/dp/0307460851/ref=sr_1_9?ie=UTF8&qid=1311035666&sr=8-9)

19 Jul 2011



[Brigid Costello](#) - Wonderful examples of innovation in practice - but is still a really ugly car :)

[michelle lambert](#) - 19 Jul 2011 - Public

Will be interesting to see how using Google + works for conference stream as opposed to historical approach on Twitter

- [Comment](#) - [Share](#)

**michelle lambert**



[michelle lambert](#) - 19 Jul 2011 - Public

we will just have a conversation by ourselves whilst they - ouch deafen us when the microphone comes back on :s #kmaus

- [Comment](#) - [Share](#)

**michelle lambert**



[michelle lambert](#) - 19 Jul 2011 - Public

currently setting up the comms table for ARK KM Aust with a great table of Tweeters including Cory Banks, Nerida Hart, Brigid Costello, Tania Soler Stuart French and Edgar Tan (when he arrives :)

- [Comment](#) - [Share](#)

[Stuart French](#) - WooHoo! Bring it on!

19 Jul 2011



[Drew Hart](#) - lurking and watching you guys - wish I was there and very glad for your tweets and updates

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[michelle lambert](#) - Hi Drew happy to share, will be interesting to hear your feedback on the difference btwn #plussing and #tweeting :)