

HENLEY FORUM FOR ORGANISATIONAL LEARNING AND KNOWLEDGE STRATEGIES

Advancing knowledgeable practice

Wednesday 27th June 2018

Draft Agenda

09.30 Registration & networking

10.00 **Welcome and networking**

Exploring today's theme – advancing knowledgeable practice

Dr Sharon Varney, Henley Forum

10.20 **Knowledge Management Room 101**

Using the familiar Room 101 format, our expert panellists will be vying with one another to consign their top peeves in the world of Knowledge Management to the depths of Room 101. Tim Andrews will be our host, but, unlike the TV show, in our workshop you get to decide what will be banished to Room 101 and why. You can expect both fun and controversy – there are no sacred cows here.

But behind the light-hearted format, this workshop has a serious purpose. It invites us to consider whether some approaches, ways of working, and even KM language have had their day, and to discard those that are no longer serving us well, so that we may advance knowledgeable practice.

Workshop chair: Tim Andrews, Stretch Learning

Expert panellists include: Chris Collison, Knowledgeable Ltd; Cora Newell, CEO and Solicitor, KM Insight Consulting

13.00 Lunch

14.00 **MEMBERS SHOWCASE: KPMG**

Enabling the magnet for talent, building our Learning and Knowledge function

KPMG in the UK have recently brought together their Learning and Knowledge capability into one function. In this Members Showcase session, Ceri will talk about that journey, the drivers for change, lessons learned and the increased capability that UK Learning is now able to offer by blending learning and knowledge professionals in this way, and demonstrate how this helps KPMG attract, develop and retain great talent.

Ceri Hughes, Director, Head of Learning, KPMG UK

14.45 Networking and refreshment break

14.45 **Optional: The Henley Forum Listening Project
Knowledgeable Practice for the next 10 years**

This is your chance to have your say. You can sign up in the morning for one of our Listening Project conversations. We'd love to hear from you.

Led by: Dr Sharon Varney & Chris Collison

15.15 **Preparing for Tomorrow: the ISO KM standard and you**

The planned publication of a set of KM Standards by the International Standards Organisation (ISO) in 2018 presents both a challenge and an opportunity to the Knowledge & Information Management (KIM) profession. While it might not prove to be the 'game changer' predicted by some it does nonetheless provide further evidence of the maturity of the discipline that is Knowledge Management. Organisations can ill afford to be ignorant of the proposed standards and their potential strategic as well as operational impact.

This will be an interactive session where we will:

- discuss the development and status of the ISO standard on KM;
- share thoughts from a long time auditor on how to determine whether a standard has been implemented properly;
- explore the areas that are likely to be looked at during an ISO KM audit; and
- identify what you can do to prepare in advance for such an audit.

Patricia L Eng and Paul J Corney, co-authors of the acclaimed "Navigating the Minefield" A Practical KM Companion" published by the American Society for Quality in 2017

17.00 **Close**

Session Leaders' Biographies

Tim Andrews



Tim is the founder of Stretch Learning, an organisation dedicated to bridging the communication and engagement gap between deliverer and receiver... whatever the topic! Tim has been involved in adult learning for the past 30 years, using engaging techniques from a variety of sources. Tim's unique approach to learning stems from what he calls a 'learning difference' in the way he absorbs and translates information.

Chris Collison



Chris is an independent management consultant and business author with 20 years of experience in knowledge management, facilitation and organizational learning.

His corporate experience comes from long careers in BP and Centrica. He was part of BP's KM program, a team accredited with generating over \$200m of value through pioneering knowledge management. In 2001 he joined Centrica, working at the top levels in Finance and HR, before becoming Group Director of Knowledge and Change Management.

In 2005 he left the corporate world to establish Knowledgeable Ltd. Since that time Chris has been working as a consultant in the field of Knowledge Management and Organizational Learning, and has had the privilege of advising over 130 organizations around the world. Clients range from Heathrow Airport and Shell to the World Bank, the United Nations and ten UK Government departments.

Chris works as an external advisor to the International Olympic Committee and has worked as an associate or visiting lecturer at a number of business schools: Henley, Cranfield and Liverpool in the UK, Russia, the Middle East and New York. He is a Chartered Fellow of the CIPD. Further details at chriscollison.com

Cora Newell



Cora Newell; Knowledge Management Consultant, Strategy Development and Implementation, Change Management.

Cora is an established knowledge management consultant and lawyer working for high profile clients through her independent consultancy, KM Insight Consulting. Cora has had a long-term consultancy relationship with the leading UK financial services regulator and has acted for city law firms and clients in other private sectors as well as the public sector.

Cora's client engagements have covered:

- devising and developing knowledge management strategies after conducting knowledge audits;
- knowledge management planning and team leadership and delivery of company and organisation-wide projects as project executive with KPI and budget responsibilities;
- planning and carrying out change management projects to successfully imbed new business processes;
- improving client collaborative working and business efficiency, delivering measurable business value.

Cora is a published author and speaker at legal, IT and KM conferences, and has been engaged in recent years as a management awards judge.

Ceri Hughes



Ceri Hughes is a Director at KPMG in the UK. She has worked at KPMG since 2000, in the UK and international roles. Since 2017 Ceri has led the newly combined Learning and Knowledge function and has responsibility for all aspects of learning (including technical, business skills, leadership skills and student programmes); qualifications and accreditation, coaching and knowledge management (including research, competitive intelligence, benchmarking and collaboration support). Prior to KPMG, Ceri was the Global Head of Information Management at a large telco. She is a committee member of CILIP's Knowledge & Information Management special interest group and a member of the editorial board of the Business Information Review. She is an accredited mentor on the Cherie Blair Foundation for Women, supporting female entrepreneurs in developing countries, and when she's not working she's knee-deep in dissertation research to complete a film studies qualification at Birkbeck College, University of London.

Patricia Eng



Patricia L. Eng is a 29 year veteran of the U.S. Nuclear Regulatory Commission who not only inspected various nuclear facilities but also participated in development and codification of standards with in the US and abroad. She managed the inspection program for the storage and transport of highly radioactive materials for the US and trained foreign inspectors at the request of the IAEA.

She has written many inspection procedures for the NRC as well as the guidance for inspectors on how to use those procedures. In addition, Ms. Eng created and managed the KM program for the NRC, which received the 2010 Merit Award for streamlining government operations. She was the first woman to receive the U.S. Meritorious Service Award for Resident Inspector Excellence.

Paul Corney



Paul J. Corney came to knowledge management while working in the City of London in the mid-1990s. He has worked across a variety of sectors in the Americas, Asia, Europe, and the Middle East, helping clients to identify and make use of the knowledge that resides inside their organizations.

An experienced practitioner, presenter, masterclass leader and lecturer; Paul chairs international KM conferences, is a visiting lecturer on knowledge and innovation management at the University of Brighton and has published numerous thought pieces one of which was featured in *Making Knowledge Management Work for Your Organization* published by Ark Group in 2012.

A member of the British Standards Institute KM Standards committee working on the ISO KM Standard, in 2016 Paul was commissioned by Business Information Review to examine the implications of the upcoming standard. Paul found that the adoption of such standards has the potential to become a game changer for KM professionals providing a clear rationale for future KM programmes.

Sharon Varney



Dr Sharon Varney is an OD consultant and Director of the Henley Forum at Henley Business School. She works at a strategic level, helping to create more effective organisations, and engages at a very human level supporting people to manage personal change and transition.

Sharon developed her cross-sector learning and change expertise as a senior manager working in large, global organisations. She was Group Head of Learning and Communications for a global engineering and construction company in the offshore oil and gas business. Previously she was Vice President for international learning and development at a US bank.

Sharon now runs her own organisational consulting practice – space for learning - and is a member of Henley's Leadership, Organisations and Behaviour faculty.