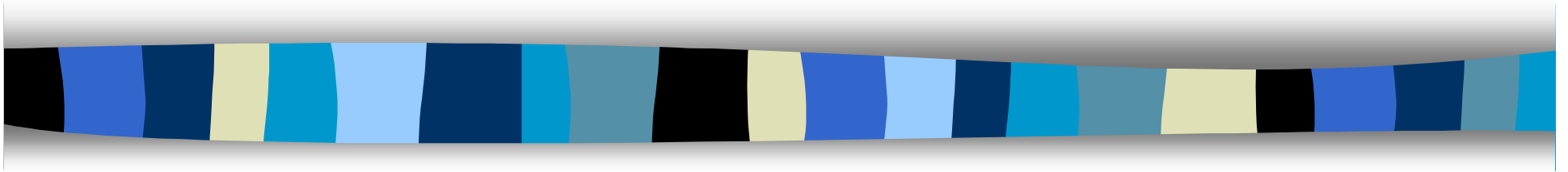


Themes and conclusions and questions





Issues

- Definitions and language
 - Struggling with language
 - Due to emerging nature of the field we are grappling with terms and descriptors (eg. management under classic terms - control, systematic planning, etc. --- inadequate)
 - Concerns about misuse and overuse of terms
 - Tension between seeking **clarity** on Knowledge Management - knowing the models that work and accommodating diversity and **dynamic** challenges
 - Knowledge as individual construct and/or organizational resource



Issues

- Is this new?
 - Validation of what we do.
 - Knowledge “management” not a new invention
 - Apprentice guild models
 - Rich tradition of professionals
 - Adult learning practices
 - Perhaps “newness” presents an opportunity
 - Reframe discussions from different perspective
 - Engaged in dialogue of reconceptualization
 - Eg Effective teaching practices



Issues

- What is knowledge?
 - Personal or organizational
 - Is knowledge power? Or have we raised the bar - knowledge now have value when it is applied and used?
 - Importance of Values
- Importance of being connected
 - Quickly move beyond the concept of codification of explicit knowledge
 - People and interaction and relationships
 - Can this be enhanced through technology?
 - Clearly not driven by technology
 - Importance of patterns of dialogue
 - Patterns of networks and communities
 - Flow of interaction - social democracy
 - World Bank - sharing of indigenous knowledge
 - Social responsibility



Issues

- Strategic matrix - how we use and apply knowledge based on the strategic models in our organizations
 - Knowledge management (if that is the correct title) must be contextualized
- Alignment issues - personal and organizational tensions
- Knowledge continuum...
 - Sustaining innovations are not all bad - incremental improvements are still valid (and perhaps less risky)



Issues

- Personal knowledge management
 - Networks, how to capture, story telling
- Education boutiques
- Interaction of personal, corporate and societal knowledge management
- Knowledge management in public policy



What's next...

- Knowledge Management book (on line)
 - (www.spottedcowpress.ab.ca/km)
- Final chapter
 - Conclusions of this discussion
 - Final thoughts - opportunities for the UofA
 - ILO - technology commercialization
 - Health Informatics - Evidence Based Practice
 - Emerging models of workplace learning
 - KM in Professional Services Firms
 - Library
 - Management of Knowledge Artifacts
 - Humanities and Social Science Knowledge
 - ...



Next

- Best practices
- Develop and discuss cases
- Knowledge measurement
 - Quadrant Four (Balanced Scorecard)
- Move from academic to administrative / operational issues
- How to raise awareness in organizations?
- Association / cooperative - membership?
- Regular meetings
- Leverage personal networks - build electronic linkage
- Knowledge database
- Build on-line connectivity
- expand out into the community