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Building Expertise in Knowledge Management

Knowledge Management

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APQC KM Conference
May 13, 2011 - Houston, TX

10 Ways to Build KM Expertise

1. Assess yourself
2. Read books, periodicals, blogs, and sites
3. Join, participate in, and help lead KM communities
4. Attend KM conferences
5. Tweet, retweet, and follow tweets
6. Present, speak, lead discussions, and deliver training
7. Post, write, and publish
8. Attend training
9. Learn by doing
10. Find a mentor

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1. Assess yourself

- Assess yourself against the list of 25 KM specialties (next slide)
- If you were asked to meet with a client as an expert in the specialty
  - would you be comfortable doing so?
  - would the client be pleased following the meeting?
- Choose one or more specialties in which
  - you are an expert, or
  - you would like to become an expert
- Focus your development on those specialties

SELF-ASSESSMENT

☑*Sharing, culture, organizational design, and change management*
☑*Collaboration and communities*
☑*Goals, measurements, incentives, and rewards*
☑*Communications*
☑*Portals, intranets, and websites*
☑*Web 2.0 and social media tools*

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25 KM specialties

http://bit.ly/aVIjlC

1. Sharing, culture, organizational design, and change management
2. Innovation, invention, creativity, and idea generation
3. Reuse, proven practices, and lessons learned
4. Collaboration and communities
5. Learning, development, and training
6. Goals, measurements, incentives, and rewards
7. Social networks, organizational networks, value networks, and network analysis
8. Expertise location and personal profiles
9. Communications
10. User support and Knowledge-Centered Support (KCS)
11. Content management and document management
12. Search, taxonomy, ontology, and tagging
13. Analytics, visualization, metrics, and reporting
14. Project management, process management, workflow, and planning
15. KM methods (peer assists, after action reviews, knowledge audits, etc. – see KM Method Cards on next slide)
16. Appreciative inquiry and positive deviance
17. Storytelling, narrative, anecdotes, and sensemaking
18. Information architecture
19. Usability, user interface, and user experience
20. Portals, intranets, and websites
21. Databases, repositories, business intelligence, and data warehouses
22. Competitive intelligence, customer intelligence, market intelligence, and research
23. Web 2.0 and social media tools
24. Semantic web, artificial intelligence, and natural language processing
25. Wisdom of crowds, crowdsourcing, collective intelligence, and prediction markets

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KM method cards

http://www.greenchameleon.com/uploads/KM_Method_Cards_Guide.pdf

KM Method Cards: Guide to Contents

Approaches

01 Knowledge & Information Management Policy
02 Better Practice Transfer
03 Positive Deviance
04 Change Management
05 KM Champions
06 Community of Interest
07 Community of Practice
08 Email Detox
09 Evaluation & Monitoring
10 Subject Matter Experts
11 Expertise Transfer
12 Knowledge Continuity
13 Information Architecture
14 KM Awareness
15 KM Governance
16 Knowledge & Information Literacy
17 Knowledge-Enabled Work
18 Learning Culture
19 Rewards & Recognition
20 Safe Fail vs Fail Safe
21 Work Group KM
22 Project KM
23 Stealth KM
24 Stakeholder Management
25 Enterprise 2.0

Methods: Interview

26 Interviews
27 Appreciative Inquiry
28 Critical Decision Method
29 Concept Mapping
30 Expertise Knowledge Audit
31 Fish Bowl
32 Mentoring & Coaching
33 Play of Life

Methods: Group

34 After Action Review
35 Challenge Session
36 Strategic Conversation
37 World Cafe
38 Open Space Technology
39 Retrospect
40 Pre-Mortem
41 Peer Assist
42 Anecdote Circles
43 Speed Networking

Methods: Process

44 Cultural Archetypes
45 Knowledge Audits & Maps
46 Business Process Mapping & Design
47 Before Action Review
48 Environmental Scanning
49 Future Backwards
50 Most Significant Change
51 Story Listening
52 Social Network Analysis
53 Value Network Analysis
54 Card Sorting

Methods: Packaging

55 Decision Games
56 Rich Pictures
57 Graphic Facilitation
58 Information Neighbourhood
59 Podcasting & Vodcasting
60 Screencasting
61 Storytelling

Methods: Events

62 Share Fair
63 Knowledge Fair
64 Knowledge Market

Tools

65 Blog
66 Bulletin Board
67 Taxonomy
68 Competency Framework
69 Instant Messaging
70 Knowledge-Friendly Environment
71 Social Bookmarking
72 Social Tagging
73 Wiki
74 Yellow Pages
75 Metadata
76 Enterprise Search
77 Intranet
78 Dashboard
79 Document Management System
80 RSS

Each pack of KM Method Cards contains concise descriptions of 80 Approaches, Methods and Tools for Knowledge Managers and KM Activists. You can use these cards:

1. In KM strategy and planning sessions to brainstorm your implementation possibilities
2. When identifying training needs for your knowledge managers, KM activists, and community coordinators
3. As a quick reference guide to identify useful techniques during KM projects
4. As a starting point to exploring new KM techniques and approaches

... and probably many more! Let us know how you end up using them!

You can buy our KM Method Cards from www.straitsknowledge.com/sk/store/
For training in many of the techniques in the KM Method Cards visit www.straitsknowledge.com/training/

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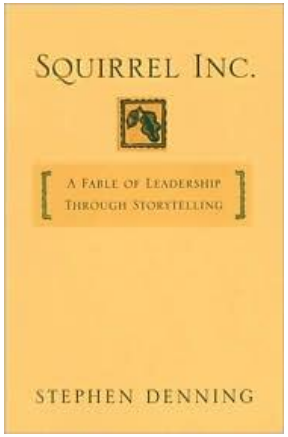
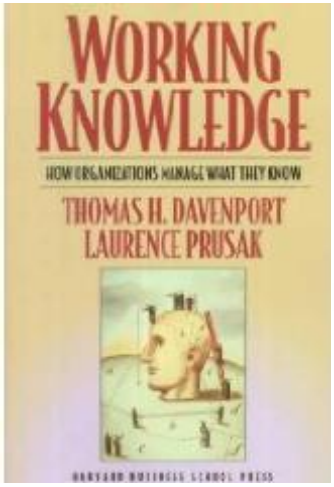
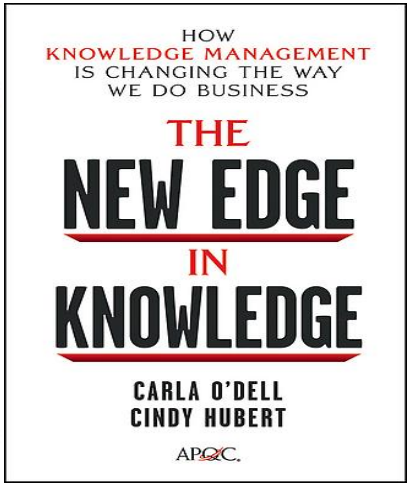
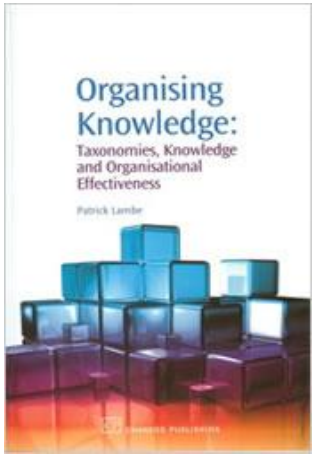
2. Read books, periodicals, blogs, and sites

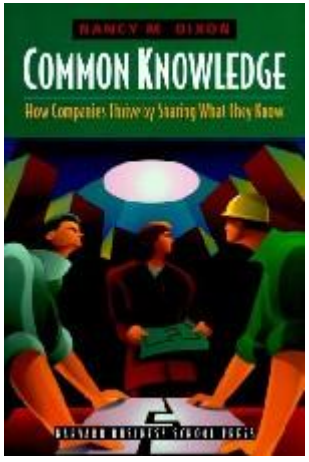
- Read books from the list of recommended books
  - Start with the 10 shown below
  - Then choose ones that match your chosen specialties
- Subscribe to periodicals
- Read blogs
- Visit sites

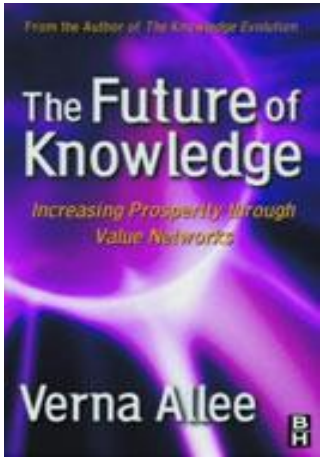


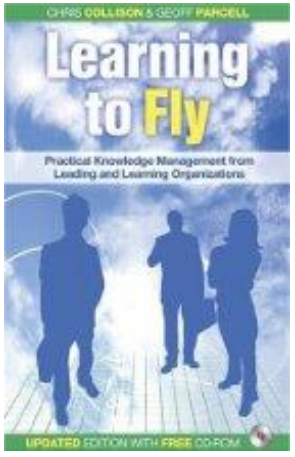


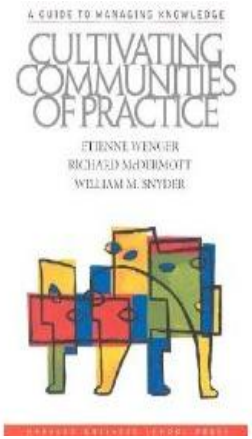


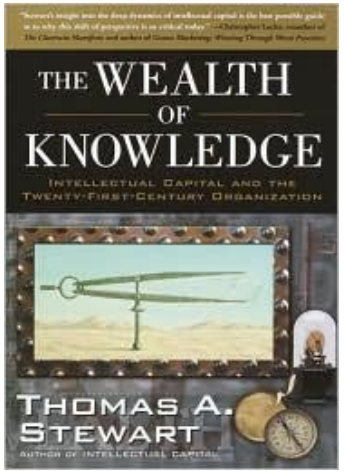












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Recommended books http://bit.ly/9S1GDw

1. The Knowledge Evolution: Expanding Organizational Intelligence by Verna Allee http://www.amazon.com/dp/075069842X/
2. The Future of Knowledge: Increasing Prosperity through Value Networks by Verna Allee http://www.amazon.com/dp/0750675918/
3. Next Generation Knowledge Management by Jerry Ash, featuring contributions from Stephen Denning, Leif Edvinsson, Karl-Erik Sveiby, David Snowden, Hubert Saint-Onge, Carl Frappaolo, Debra Amidon, Ash Sooknanan, Richard Cross, and Carol Kinsey Goman http://www.ark-group.com/home/xq/asp/pubid.DEE5993B-3AA5-4F32-9BF9-DC2912FBC2B4/pTitle.Next_Generation_Knowledge_Management/qx/Publications/Publication.htm
4. Next Generation Knowledge Management, Volume 2 by Jerry Ash, featuring contributions from David Snowden, Steve Barth, Robert H. Buckman, David Gurteen, Patti Anklam, Carl Frappaolo, Jerry Ash, Megan Santosus, Verna Allee, Nancy Dixon, Rob Lebow, and Nick Milton http://www.ark-group.com/home/xq/asp/pubid.847CD770-655A-4CE4-B98F-C37641F0E287/pTitle.Next_Generation_Knowledge_Management_Vol_2/qx/Publications/Publication.htm
5. Next Generation Knowledge Management, Volume 3 by Jerry Ash, featuring contributions from Stan Garfield, Raj Datta, Arthur Shelley, Tom Barfield, Gary Cullen, Melissie Rumizen, Scott W. Shaffar, Doug Madgic, and Michael Behounek http://www.ark-group.com/home/xq/asp/pubid.BCB23B87-E2BB-423D-8108-A35B7FB9E234/pTitle.Next_Generation_Knowledge_Management_Vol_3/qx/Publications/Publication.htm
6. The Strategic Management of Intellectual Capital and Organizational Knowledge by Chun Wei Choo and Nick Bontis http://www.amazon.com/dp/019513866X/
7. Building a Knowledge-Driven Organization by Robert Buckman http://www.amazon.com/dp/0071384715/
8. The Knowing Organization: How Organizations Use Information To Construct Meaning, Create Knowledge, and Make Decisions by Chun Wei Choo http://www.amazon.com/dp/0195110129/
9. Learning to Fly: Practical Knowledge Management from Leading and Learning Organizations by Chris Collison and Geoff Parcell http://www.amazon.com/dp/1841125091/
10. Working Knowledge by Thomas Davenport and Laurence Prusak http://www.amazon.com/dp/1578513014/
11. Thinking for a Living: How to Get Better Performances And Results from Knowledge Workers by Thomas Davenport http://www.amazon.com/dp/1591394236/
12. Lost Knowledge: Confronting the Threat of an Aging Workforce by David W. DeLong http://www.amazon.com/dp/0195170970/
13. Common Knowledge: How Companies Thrive by Sharing What They Know by Nancy M. Dixon http://www.amazon.com/dp/0875849040/
14. Intellectual Capital: Realizing Your Company's True Value by Finding Its Hidden Brainpower by Leif Edvinsson and Michael Malone http://www.amazon.com/dp/0887308414/
15. Knowledge Management by Carl Frappaolo http://www.amazon.com/dp/1841127051/
16. Deep Smarts: How to Cultivate and Transfer Enduring Business Wisdom by Dorothy Leonard and Walter Swap http://www.amazon.com/dp/1591395283/
17. If Only We Knew What We Know: The Transfer of Internal Knowledge and Best Practice by Carla O'Dell and C. Jackson Grayson http://www.amazon.com/dp/0684844745/
18. The Knowing-Doing Gap: How Smart Companies Turn Knowledge into Action by Jeffrey Pfeffer and Robert Sutton http://www.amazon.com/dp/1578511240/
19. Complete Idiot's Guide to Knowledge Management by Melissie Rumizen http://www.amazon.com/dp/0028641779/
20. Knowing Knowledge by George Siemens http://www.knowingknowledge.com/book.php
21. Intellectual Capital: The New Wealth of Organizations by Thomas A. Stewart http://www.amazon.com/dp/0385483813/
22. The Wealth of Knowledge: Intellectual Capital and the Twenty-first Century Organization by Thomas A. Stewart http://www.amazon.com/dp/0385500726/
23. The New Organizational Wealth: Managing & Measuring Knowledge-Based Assets by Karl Erik Sveiby http://www.amazon.com/dp/1576750140/
24. The Knowledge Management Toolkit: Orchestrating IT, Strategy, and Knowledge Platforms (2nd Edition) by Amrit Tiwana http://www.amazon.com/dp/013009224X/
25. Enabling Knowledge Creation: How to Unlock the Mystery of Tacit Knowledge and Release the Power of Innovation by Georg von Krogh, Kazuo Ichijo, and Ikujiro Nonaka http://www.amazon.com/dp/0195126165/
26. Harvard Business Review on Knowledge Management by Peter F. Drucker, et al.
27. The Knowledge Management & Application Domain by Steven Wieneke & Karla Phlypo-Price http://bit.ly/cBPzdK
28. Performance Enhancing by Matt Moore - e-book on the links between training & development, knowledge management, organizational learning and performance improvement from a practical perspective http://innotecture.wordpress.com/ebook/
29. Being a Successful Knowledge Leader by Arthur Shelley
30. The Knowledge Management Toolkit: Orchestrating IT, Strategy, and Knowledge Platforms (2nd Edition) by Amrit Tiwana http://www.amazon.com/dp/013009224X/
31. Knowledge management in practice: connections and context by Taverekere Srikantaiah and Michael E. D. Koenig
32. People-Focused Knowledge Management: How Effective Decision Making Leads to Corporate Success by Karl Wiig http://www.amazon.com/dp/0750677775/

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Periodicals

Knowledge-Letter

knowledge | street

Select a link

DIRECTIONS

common sense ideas about Knowledge Management & Communications

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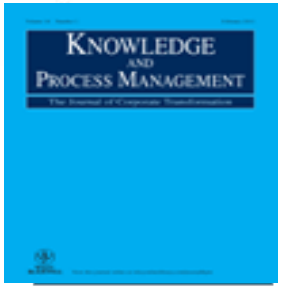
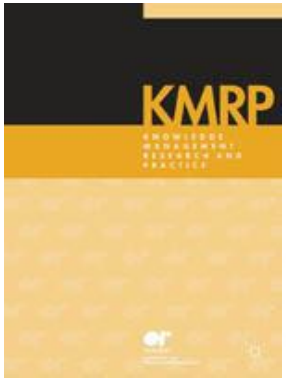
In This Issue...

- The Kids These Days
- KM for Customer Service
- Street Smarts 091
- The Pendulum Swings
- Directions Archives





March 2011 - Volume 9, Issue 3

The Rise and Fall of the Blogosphere

In 2004, "blog" was Merriam-Webster's word of the year. But according to the Pew Research Center, its popularity has fallen rapidly in recent years, especially among the young. Back in the day, blogging was the easiest way to establish a presence on the Web. Some of the most successful blogs have grown to the point where they're pretty hard to distinguish from traditional media outlets.

But the young seem to prefer keeping within the boundaries of social networking sites, and Facebook rules the roost there. If you believe everyone you want to reach is already gathering on Facebook, it would be silly to post your thoughts on the Web itself. You have to go where the audience is. Twitter is also more popular with younger Web users, who find that its 140-character posting limit is no problem at all. They're OK at expressing themselves with conceptual fragments rather than well-formed paragraphs.

According to this article in The New York Times, former bloggers have made the switch because of time constraints, but also because with so many blogs out there, there just aren't enough readers to go around. We even have a friend who even wrote a song about it!

The Kids These Days

Speaking of changing patterns of Internet use, comScore's 2010 Digital Year in Review found a huge drop in email usage among 12 to 17 year olds. This demographic saw a 59% drop, with another big fall off in the 25-to-30 year old segment. Only the geezers are increasing, with 55 to 64 year olds increasing their email use by 22%. Those are pretty dramatic numbers, and a clear sign that the youngest users are making social networking, text

street smarts

KMWorld NewsLinks

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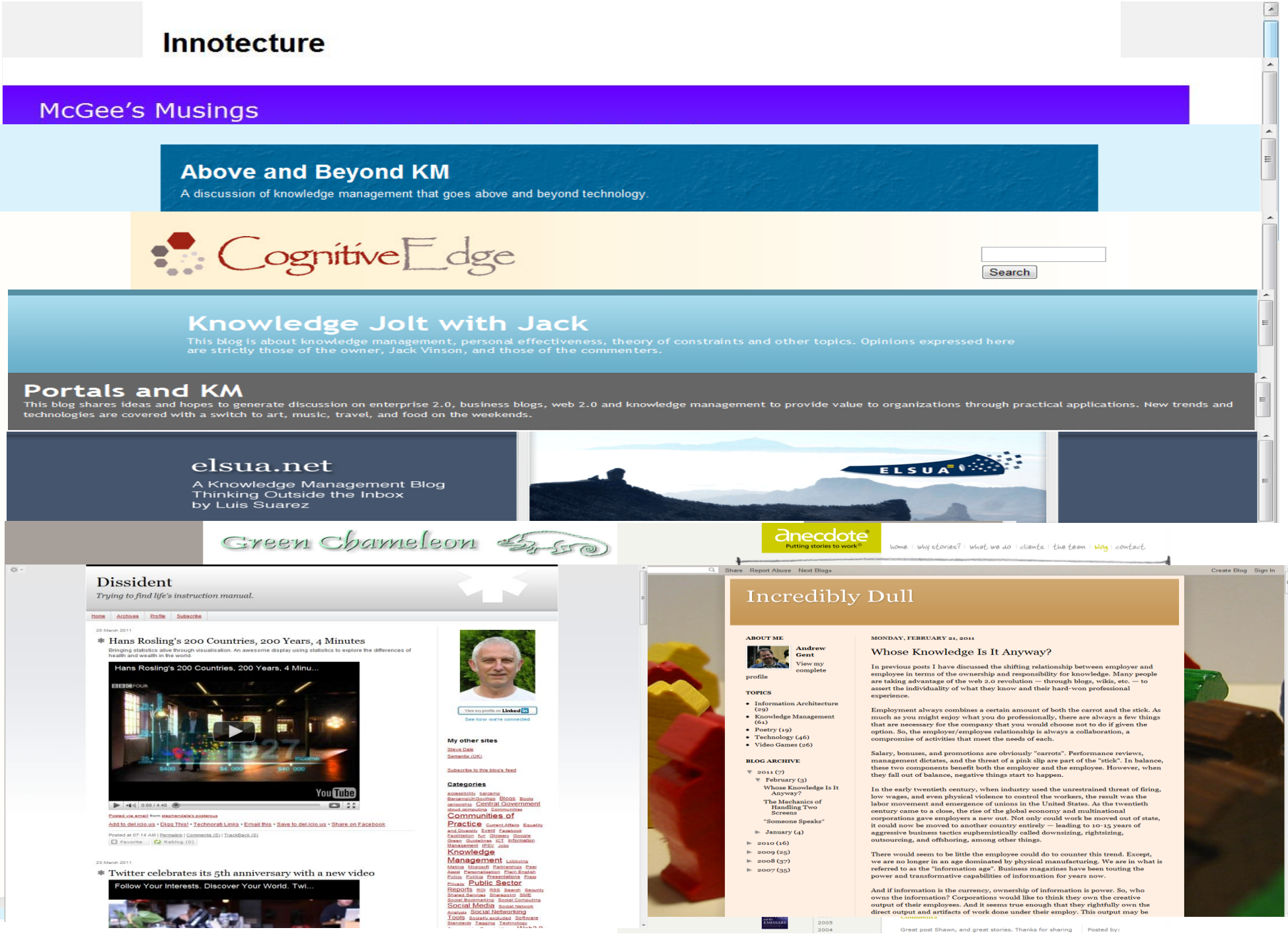
Blogs



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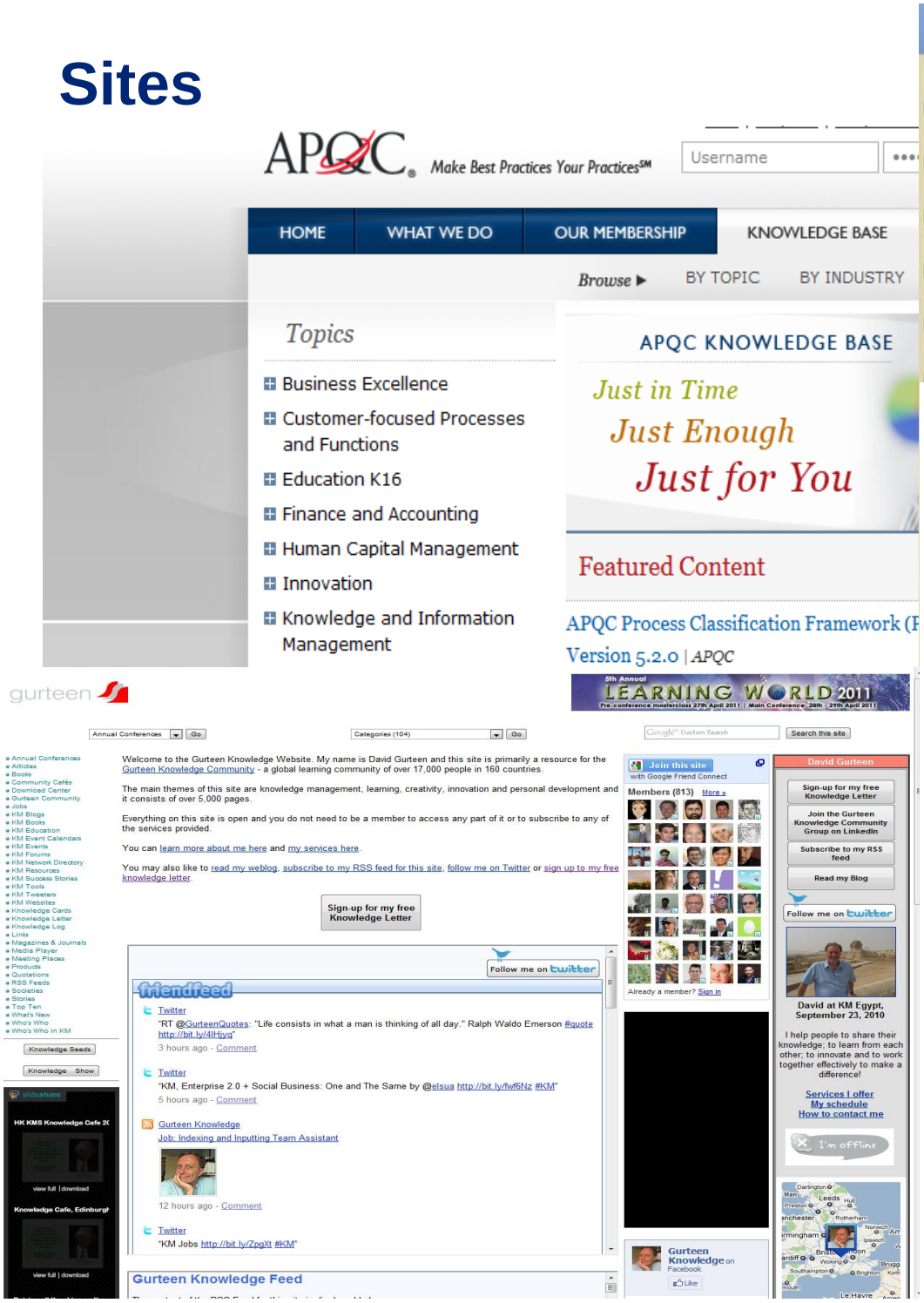
Sites



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Periodicals

1. Anecdote http://www.anecdote.com.au/subscribe.php
2. Ark Group Inside Knowledge http://www.ikmagazine.com/currentissue.asp
3. elearnspace http://www.elearnspace.org/
4. Electronic Journal of Knowledge Management http://www.ejkm.com/index.htm
5. Green Chameleon http://www.greenchameleon.com/gc/pubs_archives/
6. Gurteen Knowledge-Letter http://www.gurteen.com/gurteen/gurteen.nsf/id/knowledge-letter
7. IKMSonline (Information, Knowledge, Systems Management) http://www.iksmonline.com/index.php
8. International Journal of Knowledge Management (IJKM) http://www.igi-pub.com/journals/details.asp?id=4288
9. Journal of Knowledge Management (JKM) http://www.emeraldinsight.com/info/journals/jkm/jkm.jsp
10. Journal of Knowledge Management Practice http://www.tlainc.com/jkmp.htm
11. KM for Development Journal http://www.km4dev.org/journal/index.php/km4dj/issue/current
12. KMPro Journal http://kmpro.org/static.php?file=journal.htm
13. KMWorld http://www.kmworld.com/
14. KnowGenesis International Journal for Technical Communication (IJTC) http://www.knowgenesis.com/journal/index.php?journal=IJTC
15. Knowledge and Process Management (KPM) http://www3.interscience.wiley.com/journal/6242/home
16. Knowledge Management Research & Practice (KMRP) http://www.palgrave-journals.com/kmrp/index.html
17. K Street Directions http://www.knowledgestreet.com/About_Us/Directions/directions.html
18. Melcrum Free e-Newsletters http://www.melcrum.com/products/journals/kmr.shtml
19. Melcrum KM Review http://www.melcrum.com/topics/knowledge_management.shtml
20. Montague Institute Review http://www.montague.com/review/review.html
21. NHS Knowledge Flow http://www.library.nhs.uk/knowledgemanagement/RSSFeed.aspx?feed=14
22. Step Two Designs KM Column http://www.steptwo.com.au/subscribe
23. Steve Denning on Organizational Storytelling http://www.stevedenning.com/
24. Trends in the Living Networks http://www.rossdawsonblog.com/subscribe/

Blogs

1. Mary Abraham - Above and Beyond KM http://aboveandbeyondkm.com/
2. Tac Anderson - New Comm Biz http://newcommbiz.com/
3. Verna Allee - Value Networks http://valuenetworks.com/public/blog/207585
4. Patti Anklam - Networks, Complexity, Relatedness http://www.byeday.net/weblog/networkblog.html
5. APQC - KM Edge http://kmedge.org/
6. Dale Arseneault - Reflections on KM & Organiz. Innovation http://reflectionskmoi.blogspot.com/
7. Tom Baldwin - Knowledgeline http://kmpipeline.blogspot.com/
8. Cory Banks - Corz and Effect http://corzandeffect.wordpress.com/
9. Steve Barth - Reflexions http://reflexions.typepad.com/reflexions/
10. Anol Bhattacharya - SoulSoup http://www.incsub.org/soulsoup/
11. Doug Brockbank - Manage Knowledge http://manageknowledge.net/blog/
12. John Seely Brown and John Hagel III http://blogs.harvardbusiness.org/bigshift/
13. Miguel Cornejo Castro - eme ká eme: Live Share Learn Repeat http://emekaeme.wordpress.com/
14. Marnix Catteeuw - Knowledge Management in Practice http://marnixcatteeuw.spaces.live.com/
15. Stephen Collins - thoughtglue http://www.thoughtglue.com/
16. Chris Collison - All of us are smarter than any of us http://chriscollison.wordpress.com/
17. Curtis Conley - Discussions on KM and Collaboration http://curtisconley.com/
18. Steve Dale - Dissident http://dissident.typepad.com/my_weblog/
19. Tom Davenport - The Next Big Thing http://discussionleader.hbsp.com/davenport/
20. Ross Dawson - Trends in the Living Networks http://www.rossdawsonblog.com/
21. Keith De La Rue - acting on knowledge, communication and learning http://delarue.net/blog/
22. James Dellow - ChiefTech http://chieftech.blogspot.com/
23. Steve Denning - The Secret Language of Leadership http://stevedenning.typepad.com/
24. Nancy Dixon - Conversation Matters http://www.nancydixonblog.com/
25. Jon Doctor - KM Now! http://blogs.ittoolbox.com/km/now
26. Graham Durant-Law - Knowledge Matters http://www.durantlaw.info/blog
27. Seth Earley - Not Otherwise Categorized http://sethearley.wordpress.com/
28. Lilia Efimova - Mathemagenic http://blog.mathemagenic.com/
29. Chris Fletcher - Adventures in Knowledge http://adventurekm.typepad.com/adventures_in_knowledge/
30. Tricia Ford - DaChispa: Knowledge Management and Life http://www.dachispa.com/
31. Andrew Gent - Incredibly Dull http://incrediblydull.blogspot.com/
32. Peter-Anthony Glick - Leveraging Organiz. Knowledge http://leveragingknowledge.blogspot.com/

Sites

https://sites.google.com/site/stangarfield/kmresources

1. APQC http://www.apqc.org/portal/apqc/site and http://kmedge.org/
2. Association of Knowledgework (AOK) http://www.kwork.org/
3. Boris Jaeger http://www.knowledge-management-jaeger.com/
4. Brint KMNetwork and WWW Virtual Library on Knowledge Management http://km.brint.com/
5. CIO http://www.cio.com/topic/1467/Knowledge_Management
6. Curtis Conley http://www.curtisconley.com/?page_id=74
7. 50 essential knowledge management sites and blogs http://www.lucasmcdonnell.com/essential-knowledge-management-sites-and-blogs/
8. Graham Durant-Law's Knowledge Matters http://www.durantlaw.info/
9. Gurteen Knowledge Website http://www.gurteen.com/gurteen/gurteen.nsf/
10. ITtoolbox Knowledge Management Knowledge Base http://knowledgemanagement.ittoolbox.com/
11. Kaieteur Institute For Knowledge Management http://www.kikm.org/
12. KM News & Resources http://knowledgemanagement.wordpress.com/about
13. KM Cyberary http://www.bhojarajug.freeservers.com/cyberary.html
14. KmWiki http://kmwiki.wikispaces.com/
15. KnowledgeBoard http://www.knowledgeboard.com/index.html
16. knowledgecog http://knowledgecog.com/
17. Knowledge Connections by David Skymre http://www.skyrme.com/
18. KNOW Network http://www.knowledgebusiness.com/
19. NHS Knowledge Management Specialist Library http://www.library.nhs.uk/knowledgemanagement/
20. Provider's Edge KM Advantage http://www.providersedge.com/kma/index.html
21. Stan Garfield's KM Site http://sites.google.com/site/stangarfield/
22. The Knowledge Bucket http://knowledgebucket.wikispaces.com/

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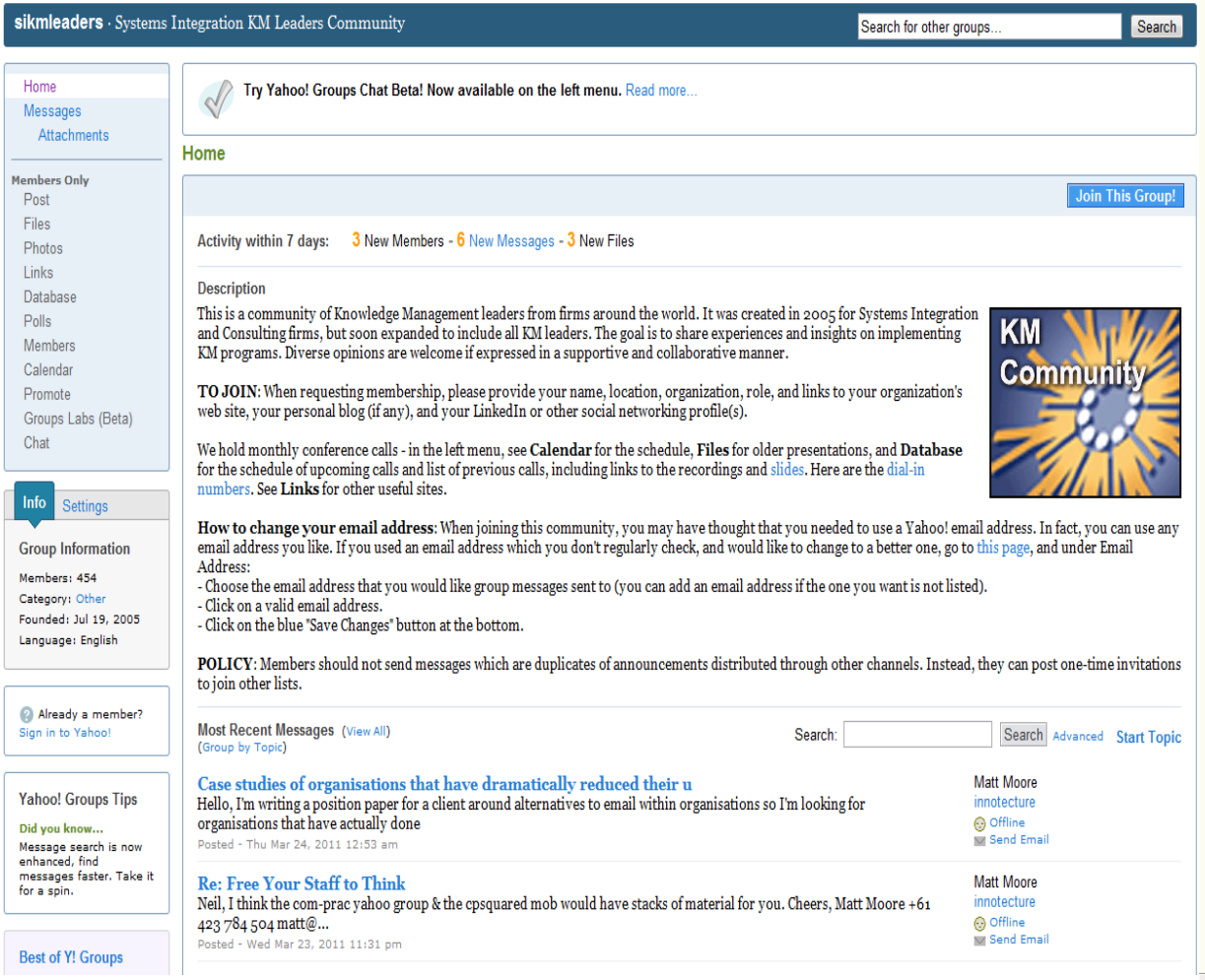
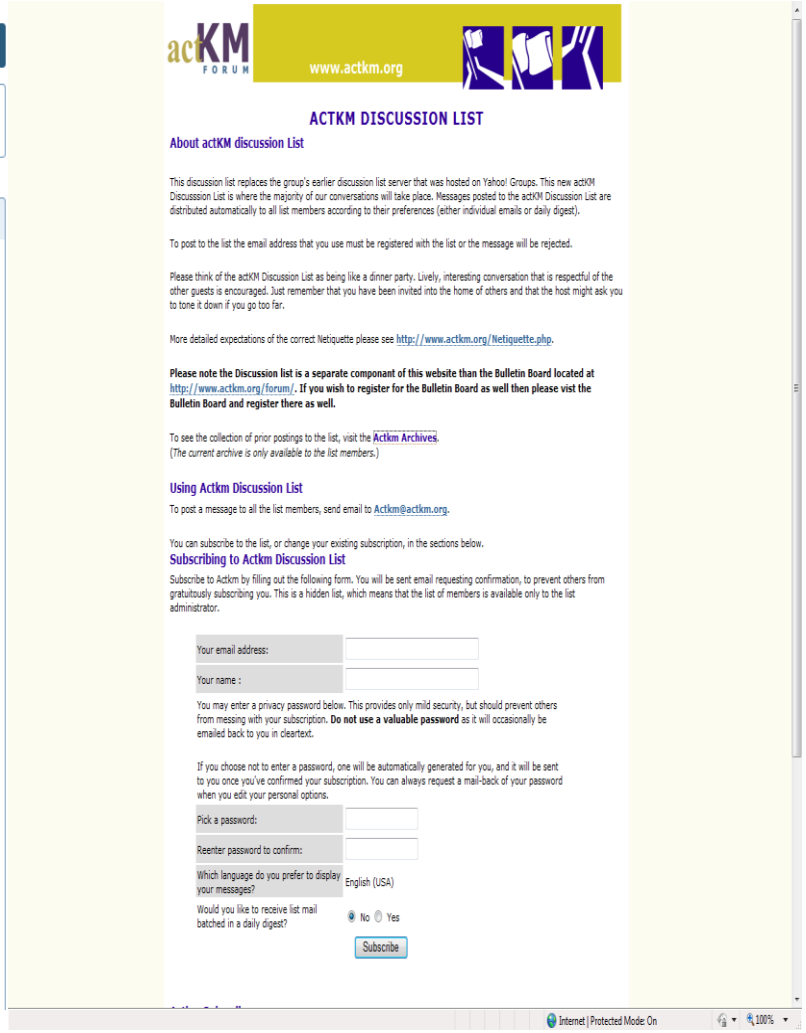
3. Join, participate in, and help lead KM communities

- Subscribe: Get email or RSS and regularly read the threaded discussion board
- Post: Start a new thread or reply in the threaded discussion board
- Attend: Participate in community events
- Contribute: Submit content to the community newsletter, blog, wiki, or site
- Engage: Ask or answer a question, make a comment, give a presentation, and help lead





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Local KM communities – create and lead one if none exists

Wednesday, March 23, 2011

KM Chicago April 12th meeting: Commercial Sector Applications of Geographic Information Systems

Please join us for our April 12th meeting: Commercial Sector Applications of Geographic Information Systems. Attendee information is located in the right pane of the KM Chicago blog.

Corporate entities and their manufacturing plants, warehouses, suppliers and other partners, all have something in common – association with locations. A geographic information system (GIS) assists in the processing, analysis, and visualization of corporate knowledge that pertains to place. Corporations have been using GIS tools to perform site selection, risk management, territory creation, routing, supply chain analysis, asset tracking, regulatory compliance, and workforce management.

Dr. Charles Linville, Founder and President of Ploughman Analytics, will describe a number of applications of GIS in the private sector, drawing attention to the capacity of a GIS create new knowledge as well as to communicate spatial information. In particular, he will discuss site selection and location analysis, the examination of logistics networks and their impact on market territories, and applications of satellite image processing.

Dr. Linville developed the first recurring course in geographic information systems at American University in DC, and played a key role in establishing the GIS group at Archer Daniels Midland, where he was Manager of Knowledge and Data Engineering and then Director of Analytics and Knowledge Systems. Ploughman Analytics, founded in 2007, is a consultancy and software development group in the Research Park of the University of Illinois. Its practice includes GIS, business intelligence and data warehousing, operations research, and knowledge management.

Posted by Curtis Conley at 11:28 AM 1 comments

Wednesday, March 02, 2011

March 8th Meeting: Knowledge Management & Learning, with Lisa Beckers

Join our us for a discussion of the connection between knowledge management in learning led by Lisa Beckers, Sr. Manager overseeing learning and knowledge management for Deloitte's Global Industries.

Lisa will share some work done to in define a vision for how to integrate these functions in order to add value to a business, challenges and tactical ways to KM and learning can work together. We hope that a good portion of this time will be brainstorming and open discussion that helps anyone interested in this area consider the broad impact integrating these functions

Done

KMGphila · KM Group of Philadelphia

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Group Information
Members: 185
Category: Other
Founded: Sep 11, 2001
Language: English

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Activity within 7 days: (No Activity)

Description
To support and extend the learning, knowledge sharing, and networking beyond the KM Group of Philadelphia's monthly sessions via a more fully-featured electronic meeting place.

To access archived presentations visit the "For more information" link below and then click on the Calendar link.

Most Recent Messages (View All) (Group by Topic) Search: Search Advanced Start Topic

We're planning KM Camp Philly on March 24 — dieterle_michael
Join us in rebooting the KM community in the metropolitan Philadelphia area! After work on March 24, we're getting together to plan KM Camp Philly for the fall
Posted - Thu Mar 17, 2011 11:35 am

Analytics4Japan - please do your part and help Japan — cjam_roxxx
The web analytics community launched this effort today to help Japan: http://www.analytics4japan.com/ Please help out and pass this along. Thanks, Chris J.
Posted - Mon Mar 14, 2011 4:02 pm

Re: This week in Philly: 4th Annual Forum on KM for Medical Affairs — dieterle_michael
Hello Dan, For the Philly area in particular, three conferences come to mind:- Early in the year, the Medical Affairs KM conference below is part of a whole
Posted - Wed Feb 2, 2011 6:14 pm

Join us for our webinar "How to create a genuine KM culture" next We — dieterle_michael
Brave the winter weather no matter where you are and join us for an entertaining presentation and fascinating virtual discussion about "How to create a genuine
Posted - Wed Feb 2, 2011 5:36 pm

Re: This week in Philly: 4th Annual Forum on KM for Medical Affairs — Dan Bellopede
Hi Michael, Hope all is finding you well. I wanted to ask your advice about finding similar KM events in the area. Any suggestions? I am the Director for
Posted - Mon Jan 17, 2011 1:28 pm

Message History

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	2	2	2									
2010	5	6	3	5	7	2	1	3	2	1	2	3
2009	8	8	5	5	3	8	1	2		16	1	4
2008	5	6	7	9	16	3	3	3	11	3	3	3
2007	2		5	11	4	1	1	1	4	9	5	
2006	2	12	4	5	5	1		6	4	7	1	3
2005	2	9	2	1	10	1	2	9	4	8	7	1
2004	19	5	2	1	4	8	3	3	6	3		
2003	1	7	2	2	1	1	1		3		2	6

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Councils

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KM communities

https://sites.google.com/site/stangarfield/kmcommunities

Global

1. actKM Discussion List http://actkm.org/mailman/listinfo/actkm_actkm.org
2. APQC KM Community http://www.apqc.org/portal/apqc/ksn/calendar
3. Association of Knowledgework (AOK) http://kwork-aok.ning.com/
4. Communities of Practice http://groups.yahoo.com/group/com-prac/
5. copcop.org http://copcop.org/
6. KMers.org http://www.kmers.org/
7. KM4Dev community of international development practitioners http://www.km4dev.org/
8. KM.gov http://wiki.nasa.gov/cm/wiki/?id=1926
9. KMwaves.org http://kmwaves.org/
10. KnowledgeBoard http://www.knowledgeboard.com/
11. Learning to Fly http://finance.groups.yahoo.com/group/learning-to-fly/
12. Organizational Network Analysis http://finance.groups.yahoo.com/group/ona-prac/
13. Search Community of Practice http://tech.groups.yahoo.com/group/SearchCoP/
14. SlideShare KM Group http://www.slideshare.net/group/knowledge-management
15. Special Libraries Association (SLA) Knowledge Management Division http://wiki.sla.org/display/SLAKM/
16. Systems Integration KM Leaders http://tech.groups.yahoo.com/group/sikmleaders/
17. Taxonomy Community of Practice http://finance.groups.yahoo.com/group/TaxoCoP/
18. Value Networks http://groups.google.com/group/Value-Networks

Fee-based

1. APQC http://www.apqc.org/portal/apqc/ksn
2. Consortium for Service Innovation http://www.serviceinnovation.org/
3. CPsquare http://www.cpsquare.org/
4. Social Media Club http://socialmediaclub.org/

Local

1. Australia: Brisbane - Queensland Knowledge Management Forum (QKM) http://au.groups.yahoo.com/group/qkm/
2. Australia: Canberra - actKM Forum http://www.actkm.com/
3. Australia: Melbourne Knowledge Management Leadership Forum (KMLF) http://www.melbournekmlf.org/
4. Australia: Sydney - NSW KM Forum: http://www.nsw-km-forum.org.au/
5. Australia: Adelaide - Adelaide Knowledge Café http://www.frysystems.com.au/km/index.aspx and http://www.linkedin.com/groups?about=&gid=2239006
6. Australia: Perth - WAKIF http://www.linkedin.com/groups?gid=2248851
7. Boston: Boston KM Forum http://kmforum.org/blog/
8. Boston: SIKM Leaders Boston Chapter http://twitter.com/sikmboston
9. Canada: IKMF (Interdepartmental Knowledge Management Forum) http://finance.groups.yahoo.com/group/ikmf_figs/ - KM in the Canadian Federal Government
10. Chicago: KM Chicago http://kmchicago.blogspot.com/
11. Colombia: KM Medellín http://www.linkedin.com/groups?gid=2742204
12. Dallas: KM DFW http://www.linkedin.com/groups?gid=1860940
13. Detroit: Midwest KM Community http://sites.google.com/site/midwestkmcommunity/
14. Hong Kong: Hong Kong KM Societyhttp://www.hkkms.org/
15. India: KM-Forum http://ncsi.iisc.ernet.in/mailman/listinfo/km-forum
16. India: KM-Forum http://tech.groups.yahoo.com/group/KM-Forum/
17. India: K-Community http://www.kcommunity.org/
18. India: Delhi KM Community http://www.linkedin.com/groups?gid=125245
19. Japan: KM Society of Japan http://www.kmsj.org/
20. Korea: KM Society of Korea http://wcic.kmsk.or.kr/
21. London: Henley KM Forum http://www.henley.reading.ac.uk/executiveeducation/excellence/cl-knowledgemanagementforum.aspx
22. London: London Knowledge Network (LKN) http://www.londonknowledgenetwork.org.uk/
23. Malaysia: KMAM http://tech.groups.yahoo.com/group/kmam/ and KMtalk.net http://www.kmtalk.net/index.php
24. Middle East: Arab Knowledge and Management Society (AKMS) http://www.akms.org/
25. Minnesota: Twin Cities KM Forum http://www.linkedin.com/groups?gid=1164987
26. Montreal: KM-GC-MONTREAL http://www.a-i-a.com/KM-GC-MONTREAL/
27. New Zealand: NZKM - The New Zealand KM Networkhttp://www.nzkm.net/
28. Philadelphia: KM Group of Philadelphia http://finance.groups.yahoo.com/group/KMGphila/
29. Singapore: Information & Knowledge Management Society (iKMS) http://www.ikms.org/
30. Switzerland: Swiss Knowledge Management Forum (SKMF) http://www.skmf.net/about-us/mission/in-english/
31. Toronto: Knowledge Workers: Methods - Toronto http://toronto.methods.knowledgeworkers.org/
32. Toronto: Knowledge Workers: Technology - Toronto http://toronto.technology.knowledgeworkers.org/
33. Various: Gurteen Knowledge Cafés http://www.gurteen.com/gurteen/gurteen.nsf/id/kcafes
34. Vietnam: Vietnam Knowledge Management http://www.linkedin.com/groups?gid=2587070

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4. Attend KM conferences

APQC

Home › 16TH KNOWLEDGE MANAGEMENT CONFERENCE

Join Us May 9-13, 2011 for The Knowledge Management Event of the Year!

APQC's annual knowledge management (KM) conference is still the No. 1 place to be for networking and sharing innovative ideas with the best and brightest minds in business today. This training and conference event enables senior-level professionals to network with other thought leaders and practitioners from around the globe.

The 2011 conference and training event will be held May 9-13, 2011, at the Houstonian Hotel, Club & Spa in Houston, adjacent to APQC's headquarters. Through in-depth case studies and thought-provoking keynote speakers we'll focus on how experienced leaders are using KM approaches and collaboration to drive business results.

REGISTER NOW

2011 KEYNOTE SPEAKERS

Dr. Carla O'Dell — APQC
Chip Heath — Author of *Switch*
Dan Ranta — ConocoPhillips
Pete Miller — ConocoPhillips
Cindy Hubert — APQC
Michael McMillan — Author of *Pink Bat* and *Paper Airplane*
Jeanne Holm — Data.Gov Evangelist

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The Destination Event for Enterprise, Knowledge and Information Workers

KMWorld

November 1 - 3, 2011
Washington Marriott Wardman Park
Washington DC

Featuring: Enterprise Search Summit Fall | taxonomy BOOT CAMP | SharePoint SYMPOSIUM

Call For Speakers	2010 Program	Previous Conferences
Invitation to Sponsor		Contracts

NETWORKED ENTERPRISES: EMPOWERED TO SHARE & APPLY KNOWLEDGE

A recent McKinsey research survey found that organizations using "collaborative Web 2.0 technologies intensively to connect the internal efforts of employees and to extend the organization's reach to customers, partners, and suppliers" or "networked enterprises" significantly improve their performance. Networked enterprises share and apply knowledge for decision-making, innovation, customer satisfaction, business success, and a stronger bottom line.

KMWorld 2011 provides you with all the essential pieces of the information engine that powers your enterprise—including knowledge creation, publishing, sharing, finding, mining, reuse and more, which work together to enable business problem-solving, innovation, and achievement. Position your organization and its knowledge ecology for success by attending KMWorld 2011, where you network with experts and peers all working to make the most out of their knowledge assets. Gain insights for maximizing your human capital and building a knowledge driven organization. Learn how knowledge processes and practices impact information flows, decision-making, and provide competitive advantages. Understand the underlying technologies that support these processes and practices and take home "knowhow", usable tools, techniques, and solutions that you can put to work in your organization.

Conference Chairs

Jane Dysart
Dysart & Jones Associates

Hugh McKellar
Editor, *KMWorld* magazine

The 15th annual **KMWorld Conference** will be held on November 1 - 3, 2011 at the Washington Marriott Wardman Park in Washington DC.

KMWorld 2011 offers a wide-ranging program especially focused to meet the needs of executives and strategic business and technology decision makers. This is a must-attend for those concerned with improving their organization's bottom line, business processes and productivity, as well as streamlining operations and accelerating development and innovation in their evolving enterprises.

Our thought-provoking speakers and experienced practitioners talk about leading strategies, practices, processes, tools and innovation. In our interactive sessions and networking forums the emphasis is on the practical – tips and techniques, hands-on advice, and real-world experience.

By co-locating with **Enterprise Search Summit Fall**, **Taxonomy Boot Camp** and **Sharepoint Symposium**, **KMWorld 2011** provides attendees with all the essential pieces of the information engine that powers today's effective enterprise– including knowledge creation, publishing, sharing, finding, mining, reuse, and more. Well implemented and managed, these work together to enable business problem-solving, innovation, and achievement.

Diamond Sponsor

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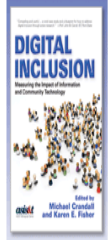
Measuring the Impact of Information and Community Technology



Edited by Michael Crandall and Karen E. Fisher
ISBN 978-1-57387-373-4
$59.50

"Compelling and useful ... a vivid case study, and a blueprint for how to address digital inclusion through action research."

–Prof. John M. Carroll, IST, Penn State

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Social business conferences

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KM conferences

https://sites.google.com/site/stangarfield/kmconferences

1. AIIM - Association for Information and Image Management International Conference & Expo @ info360 http://www.aiimexpo.com/ Washington, DC March 22-24, 2011
2. Social Business Summit http://www.socialbusinesssummit.com/ Sydney, Austin, London , Singapore April 6 - 2011
3. Gartner Portals, Content & Collaboration Summit http://www.gartner.com/technology/summits/na/portals/index.jsp Los Angeles, CA March 28-30, 2011
4. Web 2.0 Expo http://www.web2expo.com/webexsf2011 San Francisco, CA March 28-31, 2011
5. ICKM 2011 International Conference on Knowledge Management http://www.waset.org/conferences/2011/bangkok/ickm/ Bangkok, Thailand March 29-31, 2011
6. Social Media & Community 2.0 Strategies http://www.iirusa.com/socialmedia/home.xml Boston, MA April 4-6, 2011
7. Knowledge Management Conference and Exhibition (Government) http://foseinstitute.org/KM McLean, VA May 2- 4, 2011
8. APQC Annual KM Conference http://www.apqc.org/apqc-events Houston, TX May 9-13, 2011
9. SLA Annual Conference http://www.sla.org/content/Events/conference/ac2011/index.cfm Philadelphia, PA June 12-15, 2011
10. International Conference on Knowledge, Culture and Change in Organizations http://managementconference.com/ Madrid, Spain June 15-17, 2011
11. Enterprise 2.0 Conference http://www.e2conf.com/ Boston, MA June 20-23, 2011
12. KM UK 2011 http://www.gurteen.com/gurteen/gurteen.nsf/id/kmuk-2011 London, England June 21-22, 2011
13. Knowledge and Project Management Symposium (KPM) http://www.kipanet.org/ Tulsa, Oklahoma July 26-27, 2011
14. AMCIS 2011: Americas Conference on Information Systems http://amcis2011.aisnet.org/ Detroit, MI Aug 4-8, 2011
15. European Conference on KM - ECKM 2011 http://www.academic-conferences.org/eckm/eckm2011/eckm11-home.htm Passau, Germany September 1-2, 2011
16. i-KNOW 2011 International Conference on Knowledge Management and Knowledge Technologies http://i-know.tugraz.at/ Graz, Austria September 7-9, 2011
17. International Conference on Knowledge Management http://ickm-2011.org/ Petra, Jordan September 12-14, 2011
18. Midwest KM Symposium http://sites.google.com/site/midwestkmcommunity/ Cleveland, OH September 13, 2011
19. Wikisym - International Symposium on Wikis and Open Collaboration http://www.wikisym.org/ Mountain View, CA October 3-5, 2011
20. ACM Conference on Information and Knowledge Management (CIKM) http://www.cikm2011.org/ Glasgow, Scotland October 24-28, 2011
21. ICICKM 2011 http://academic-conferences.org/icickm/icickm2011/icickm11-home.htm Bangkok, Thailand October 27-28, 2011
22. KMWorld http://www.kmworld.com/kmw11/ Washington, DC November 1-3, 2011
23. Enterprise 2.0 Conference http://www.e2conf.com/ Santa Clara, CA November 14-17, 2011

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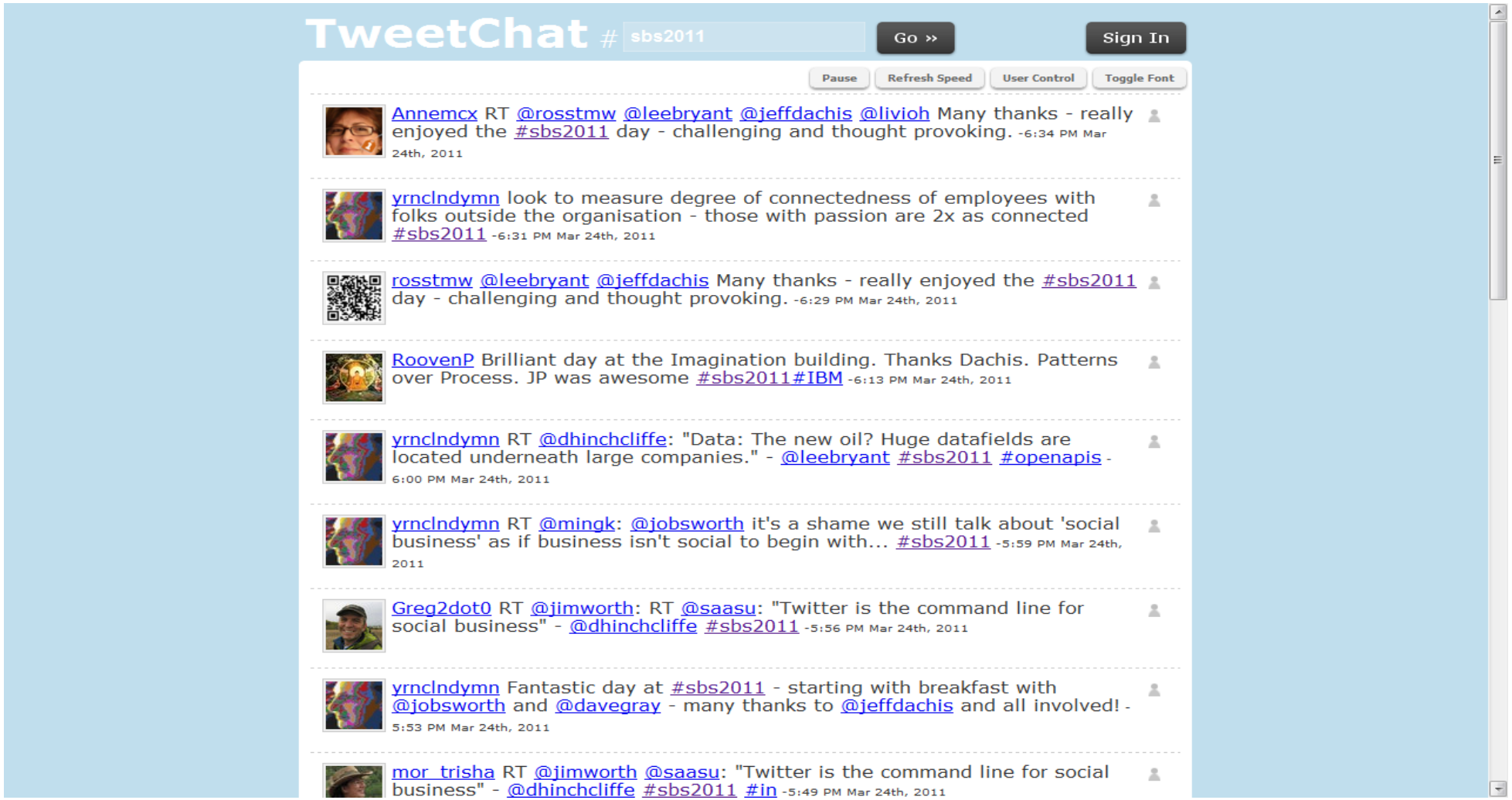
5. Tweet, retweet, and follow tweets

- Follow thought leaders in Twitter
- Participate in a TweetChat, e.g., KMers.org weekly chat
- Search Twitter using hashtags, e.g., #KM and #KMers
- Ask questions on Twitter using the #KM hashtag



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TweetChat

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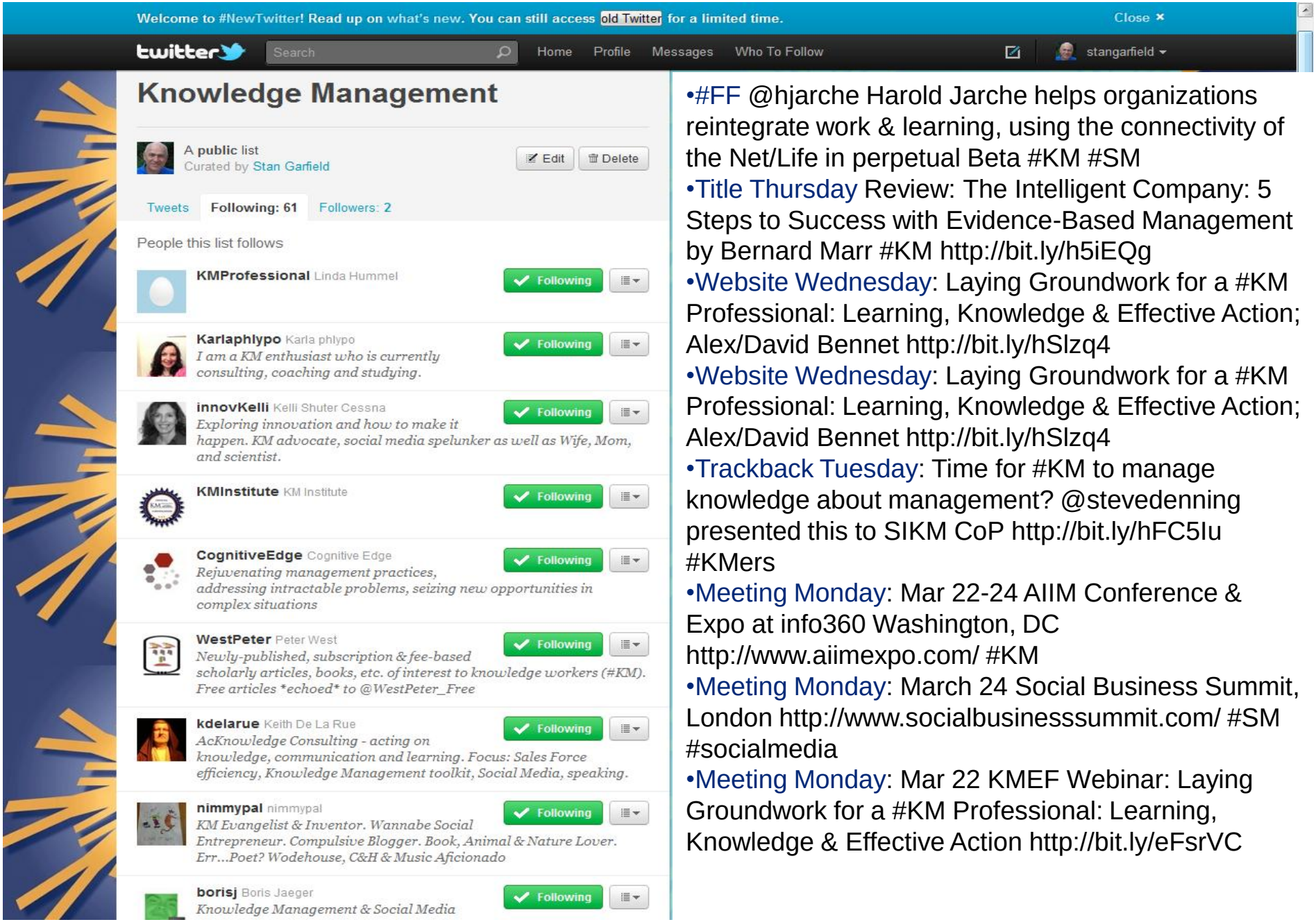
Twitter list



Tweet themes

- #FF @hjarche Harold Jarche helps organizations reintegrate work & learning, using the connectivity of the Net/Life in perpetual Beta #KM #SM
- Title Thursday Review: The Intelligent Company: 5 Steps to Success with Evidence-Based Management by Bernard Marr #KM http://bit.ly/h5iEQg
- Website Wednesday: Laying Groundwork for a #KM Professional: Learning, Knowledge & Effective Action; Alex/David Bennet http://bit.ly/hSlzq4
- Website Wednesday: Laying Groundwork for a #KM Professional: Learning, Knowledge & Effective Action; Alex/David Bennet http://bit.ly/hSlzq4
- Trackback Tuesday: Time for #KM to manage knowledge about management? @stevedenning presented this to SIKM CoP http://bit.ly/hFC5Iu #KMers
- Meeting Monday: Mar 22-24 AIIM Conference & Expo at info360 Washington, DC http://www.aiimexpo.com/ #KM
- Meeting Monday: March 24 Social Business Summit, London http://www.socialbusinesssummit.com/ #SM #socialmedia
- Meeting Monday: Mar 22 KMEF Webinar: Laying Groundwork for a #KM Professional: Learning, Knowledge & Effective Action http://bit.ly/eFsrVC

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Tweeters

http://bit.ly/g0KYp9

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2. http://twitter.com/panklam / Patti Anklam
3. http://twitter.com/corza Cory Banks
4. http://twitter.com/JBordeaux / John Bordeaux
5. http://twitter.com/unorder / Shawn Callahan
6. http://twitter.com/mrjcleaver / Martin Cleaver
7. http://twitter.com/trib / Stephen Collins
8. http://twitter.com/chris_collison / Chris Collison
9. http://twitter.com/dougcornelius / Doug Cornelius
10. http://twitter.com/datta / Raj Datta
11. http://twitter.com/rossdawson / Ross Dawson
12. http://twitter.com/kdelarue / Keith De La Rue
13. http://twitter.com/chieftech / James Dellow
14. http://twitter.com/cdn / Christian De Neef
15. http://twitter.com/stevedenning / Steve Denning
16. http://twitter.com/lawyerkm / Patrick DiDomenico
17. http://twitter.com/driessen / Samuel Driessen
18. http://twitter.com/mathemagenic / Lilia Efimova
19. http://twitter.com/carlfrappaolo / Carl Frappaolo
20. http://twitter.com/stangarfield / Stan Garfield
21. http://twitter.com/AndrewGent / Andrew Gent
22. http://twitter.com/DavidGurteen / David Gurteen
23. http://twitter.com/lehawes / Larry Hawes
24. http://twitter.com/klowey22 / John Hovell
25. http://twitter.com/BillIves / Bill Ives
26. http://twitter.com/borisj / Boris Jaeger
27. http://twitter.com/dankeldsen / Dan Keldsen
28. http://twitter.com/valdiskrebs / Valdis Krebs
29. http://twitter.com/4KM / Alice MacGillivray
30. http://twitter.com/amcafee / Andrew McAfee
31. http://twitter.com/innotecture / Matt Moore
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46. http://twitter.com/dineshtantri / Dinesh Tantri
47. http://twitter.com/johnt / John Tropea
48. http://twitter.com/jackvinson / Jack Vinson
49. http://twitter.com/dweinberger / David Weinberger
50. http://twitter.com/etiennewenger / Etienne Wenger
51. http://twitter.com/WestPeter / Peter West
52. http://twitter.com/NancyWhite / Nancy White

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6. Present, speak, lead discussions, and deliver training

- Present at
  - internal meetings
  - con calls
  - community meetings
  - conferences
  - client meetings
- Ask an established expert to allow you to co-present
- Offer to help facilitate a panel discussion
- Develop and conduct training

- 16-Nov-10 KMWorld 2010 Communities Manifesto
- 21,22-Jul-10 KM Australia - Slides - Video
- 19-Jul-10 KMLF Melbourne, Australia - Slides
- 14-Jun-10 Enterprise 2.0 - Community Adoption
- 07-Jun-10 Midwest KM Symposium - Innovation
- 02-Jun-10 IBF24: Online Tour of Deloitte Intranet
- 25-Mar-10 APQC: CoP Principles - Slides - Audio
- 10-Mar-10 KM Group - Philadelphia: CoP Manifesto
- 09-Mar-10 KM Chicago: Objectives/Commitments
- 17-Nov-09 13 Years in KM: Baker's Dozen Insights
- 17-Nov-09 Speaker, panel member KMWorld 2009
- 11-Sep-09 Midwest KM Symposium Insights

- 12-Mar-08 Authentic Leadership - Books - Slides
- 26-Feb-08 Pure Insight - A Successful KM System
- 12-Dec-07 APQC Benchmarking Study Conference
- 20-Oct-07 Lawrence Tech. University - Slides
- 08-Oct-07 CPsquare Foundations of CoP - Audio
- 23-Apr-07 MSU Promotions Commons - Slides
- 31-Oct-06 KM World - Photo - Slides
- 18-May-06 ACS - Abstracts - Slides
- 14-Mar-06 KM Chicago - Slides
- 15-Dec-05 BPCC - Slides
- 06-May-05 APQC Annual Conference - Slides

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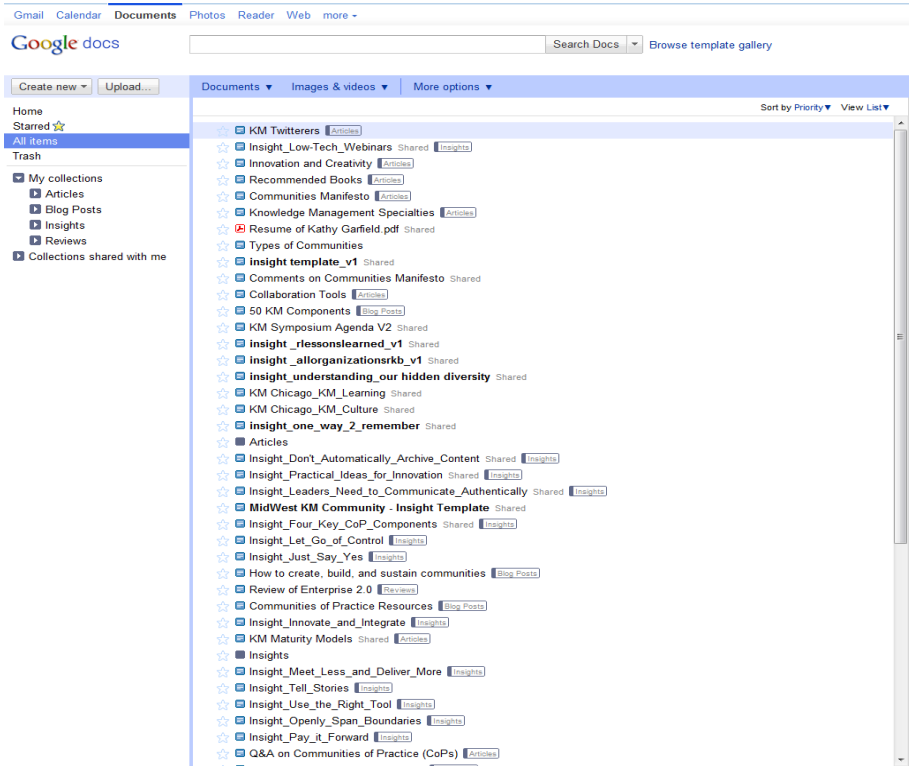
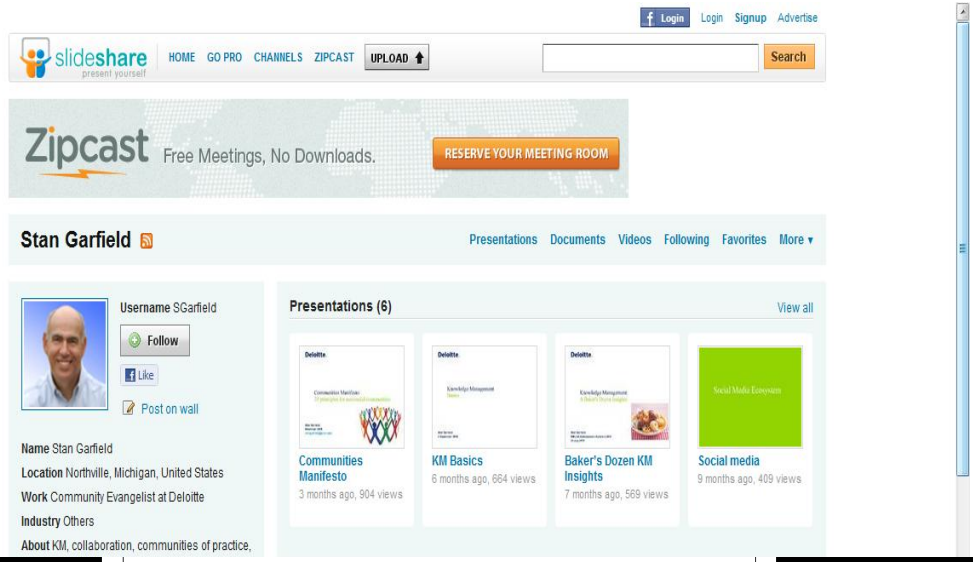
7. Post, write, and publish

- Post to a discussion board
- Write a blog post
- Publish a document using Google Docs
- Upload a presentation to SlideShare
- Write an article for a publication
- Use writing to
  - test your ideas
  - solicit comments
  - refine your thinking about a topic.





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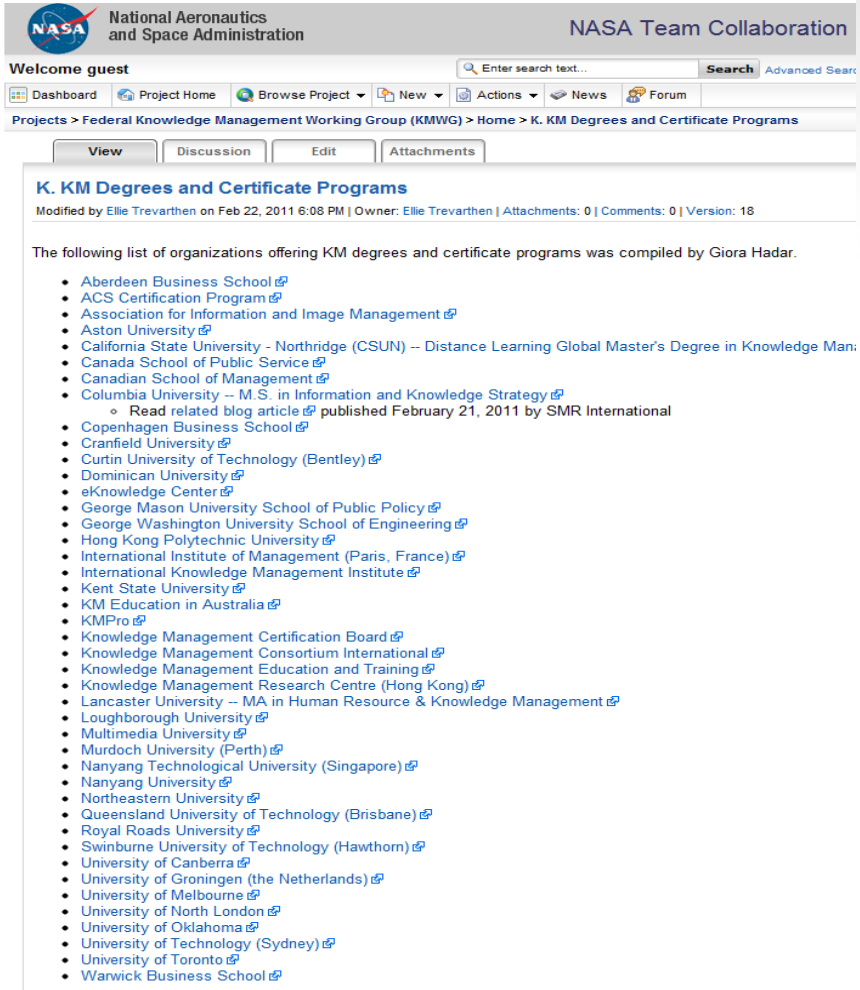
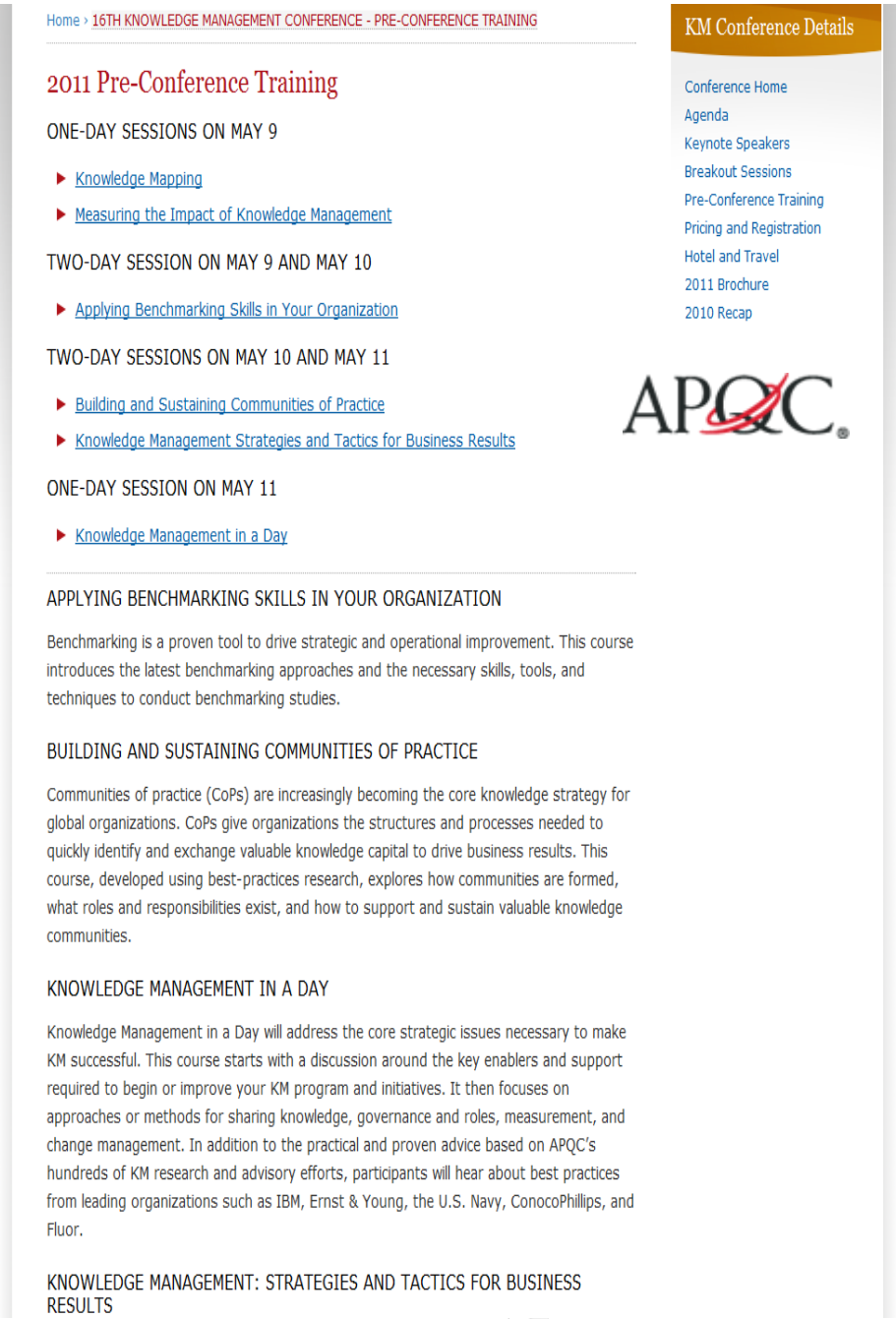
8. Attend training

- Online
- At a university
- Before or after a conference
- From a specialized vendor





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Training

http://sites.google.com/site/stangarfield/kmtraining

1. Anecdote http://www.anecdote.com.au/archives/news/
2. APQC Webinars http://www.apqc.org/webinars
3. Ark Group http://www.ark-group.com/home/events/default.asp
4. Asian Knowledge Management Association (AKMA) Certification Standards http://www.ackm.hk/e/cs.php
5. Delphi Group http://www.delphigroup.com/events/institute/km.htm
6. eKnowledgeCenter KM Professional Development Program http://www.eknowledgecenter.com/
7. eLearning http://www.elearninglearning.com/knowledge-management/
8. Kaieteur Institute For Knowledge Management Education http://www.kikm.org/education.html
9. KMCI http://www.kmci.org/
10. KM Degrees and Certificate Programs http://wiki.nasa.gov/cm/wiki/?id=7601
11. KMedu Hub http://kmeducationhub.de/
12. KM Education Wiki http://knowledge-management.wikia.com/wiki/Category:KM_Education_Hub
13. KM Institute (International Knowledge Management Institute) http://www.kminstitute.org/
14. KMPro (Knowledge Management Professional Society) http://kmpro.org/static.php?file=training.htm
15. KmWiki: KM education http://kmwiki.wikispaces.com/KM+education
16. KMWorld Web Events http://www.kmworld.com/Webinars/

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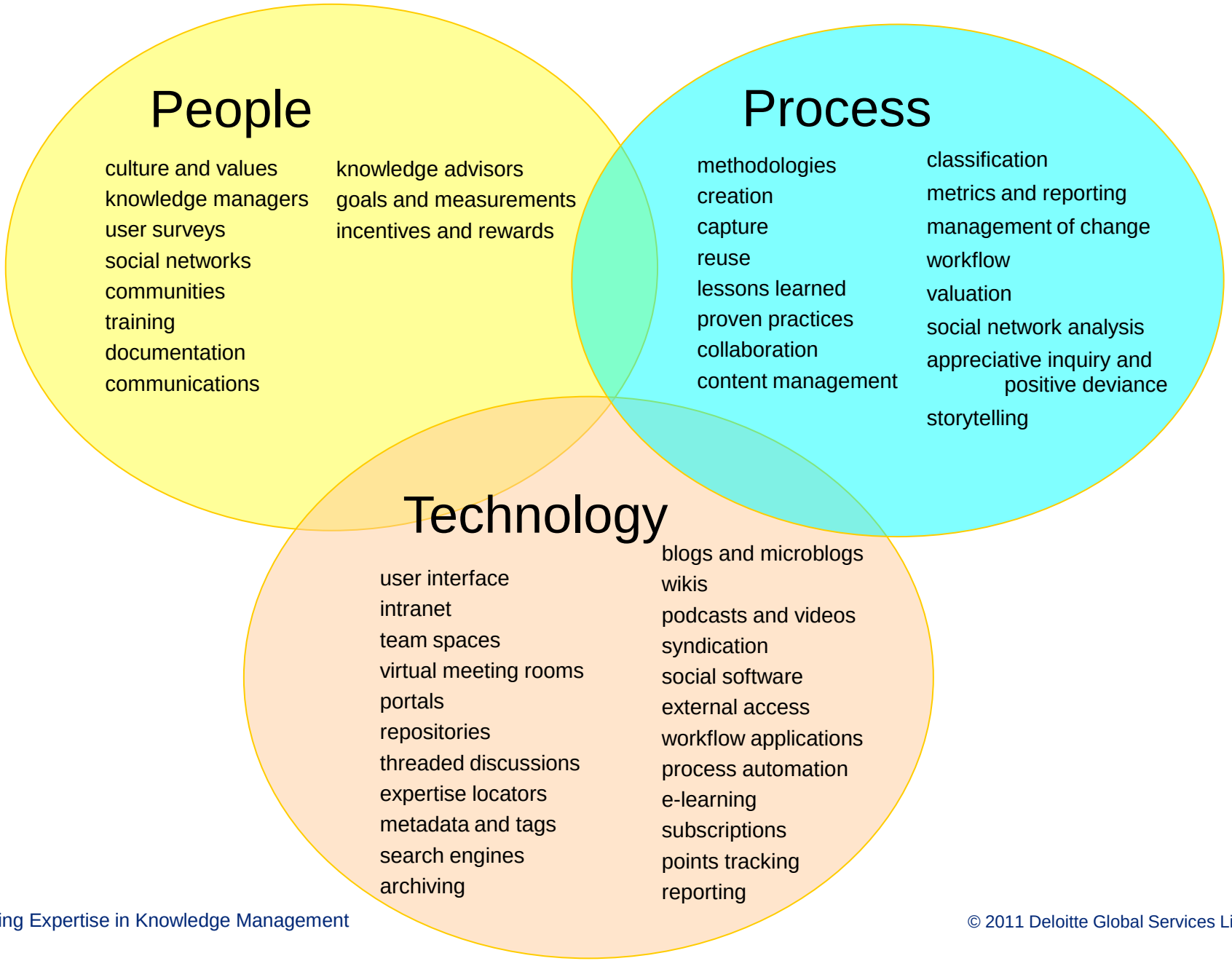
9. Learn by doing

- Try things out
- Use tools
- Interact with others
- Attend different events to see which ones are the most useful



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27

10. Find a mentor

- Post in a community discussion board such as SIKM Leaders
- Contact a KM blogger
- Reply to a KM tweeter
- Talk to a presenter at a conference
- Visit the site of a KM thought leader and send an email message
- Ask for a referral

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Thought leaders

https://sites.google.com/site/stangarfield/kmthoughtleaders

1. Verna Allee http://www.vernaallee.com/
2. Debra Amidon http://www.entovation.com/amidon/biographical.htm
3. Patti Anklam http://www.byeday.net/patti.htm
4. Steve Barth http://reflexions.typepad.com/about.html
5. Nick Bontis http://www.bontis.com/
6. John Seely Brown http://www.johnseelybrown.com/
7. Bob Buckman http://www.gurteen.com/gurteen/gurteen.nsf/id/bob-buckman
8. Shawn Callahan http://www.anecdote.com.au/shawn_callahan.html
9. Chun Wei Choo http://choo.fis.utoronto.ca/
10. Chris Collison http://www.chriscollison.com/
11. Richard Cross http://www.mchglobal.com/about.htm
12. Rob Cross http://www.robcross.org/
13. Tom Davenport http://www.tomdavenport.com/
14. Ross Dawson http://rossdawson.com/about/
15. Steve Denning http://www.stevedenning.com/
16. Nancy Dixon http://commonknowledge.org/page.asp?id=29
17. Peter Drucker http://www.peter-drucker.com/
18. Paul Duguid http://people.ischool.berkeley.edu/~duguid/
19. Graham Durant-Law http://www.durantlaw.info/
20. Seth Earley http://www.earley.com/
21. Leif Edvinsson http://www.entovation.com/entovatn/edvinsson.htm
22. Stan Garfield http://stangarfield.googlepages.com/
23. Andrew Gent http://www.blogger.com/profile/06390065525080995888
24. Susan Hanley http://www.susanhanley.com/id1.html
25. Carol Kinsey Goman http://www.ckg.com/
26. Kent Greenes http://www.greenesconsulting.com/Kent-Greenes.html
27. Denham Grey http://denham.typepad.com/about.html
28. David Gurteen http://www.gurteen.com/gurteen/gurteen.nsf/id/about-dg
29. Bruce Hoppe http://connectiveassociates.com/about.html
30. Bill Ives http://billives.typepad.com/about.html
31. Valdis Krebs http://www.orgnet.com/VKbio.html
32. Patrick Lambe http://www.straitsknowledge.com/about/
33. Martyn Laycock http://www.managingtransitions.net/profile.htm
34. Dorothy Leonard http://dor.hbs.edu/fi_redirect.jhtml?facInfo=bio&facEmId=dleonard&loc=extn
35. Andrew McAfee http://andrewmcafee.org/about/
36. Richard McDermott http://www.mcdermottconsulting.com/about.shtml
37. Fred Nickols http://www.nickols.us/
38. Ikujiro Nonaka http://www.ics.hit-u.ac.jp/faculty/detail.php?id=109
39. Carla O'Dell http://www.apqc.org/portal/apqc/site/?path=/aboutus/leadership/index.html
40. Geoff Parcell http://www.practicalkm.com/about_me.htm
41. Dave Pollard http://blogs.salon.com/0002007/stories/2006/07/05/aboutTheAuthor.html
42. Larry Prusak http://www.laurenceprusak.com/
43. Greg Reid http://www.infuture.pro/about/Introduce/CEO_Profile.html
44. Chris Riemer http://www.knowledgestreet.com/About_Us/about_us.html
45. Melissie Rumizen http://www.kwork.org/Stars/rumizen.html
46. Hubert Saint-Onge http://www.saintongealliance.com/ourteam.asp
47. Oliver Schwabe http://www.mastering-echange.com/management.html
48. Euan Semple http://www.euansemple.com/
49. George Siemens http://www.elearnspace.org/about.htm
50. John Smith http://www.learningalliances.net/
51. David Skyrme http://www.skyrme.com/dsa/david.htm
52. Dave Snowden http://www.cognitive-edge.com/whoweare.php
53. Thomas Stewart http://members.aol.com/thosstew/bio.html
54. Bronwyn Stuckey http://www.bronwyn.ws/
55. Karl-Erik Sveiby http://www.sveiby.com/KarlErikSveiby/tabid/53/Default.aspx
56. George Von Krogh http://www.smi.ethz.ch/people/gvkrogh
57. Jack Vinson http://blog.jackvinson.com/about.html
58. David Weinberger http://www.evident.com/
59. Etienne Wenger http://www.ewenger.com/
60. Steve Wieneke http://elkawareness.com/
61. Karl Wiig http://www.krii.com/who_we_are.htm

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- Visit my web site at http://sites.google.com/site/stangarfield/
- Follow me on Twitter @stangarfield

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