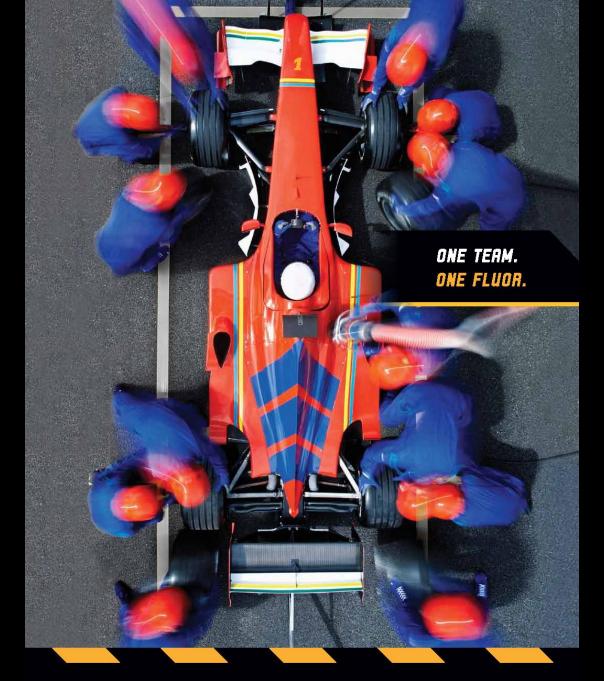
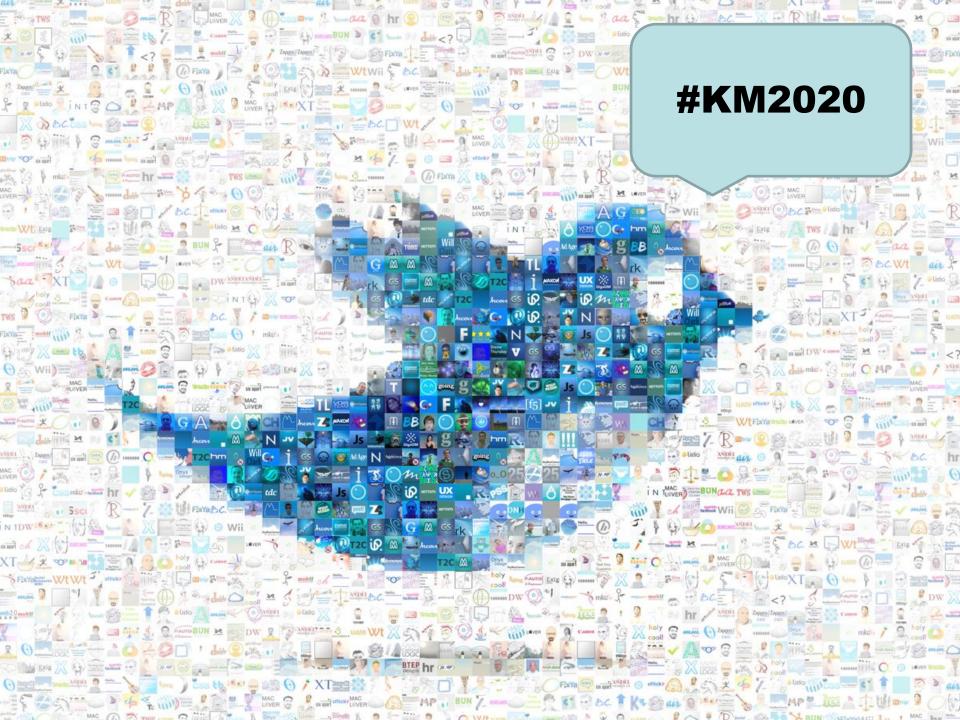
## The Future of Knowledge Management

A Vision For 2020

John McQuary, VP Knowledge Management, Fluor Jeff Hester, KM Analyst, Fluor

Photo: Éole



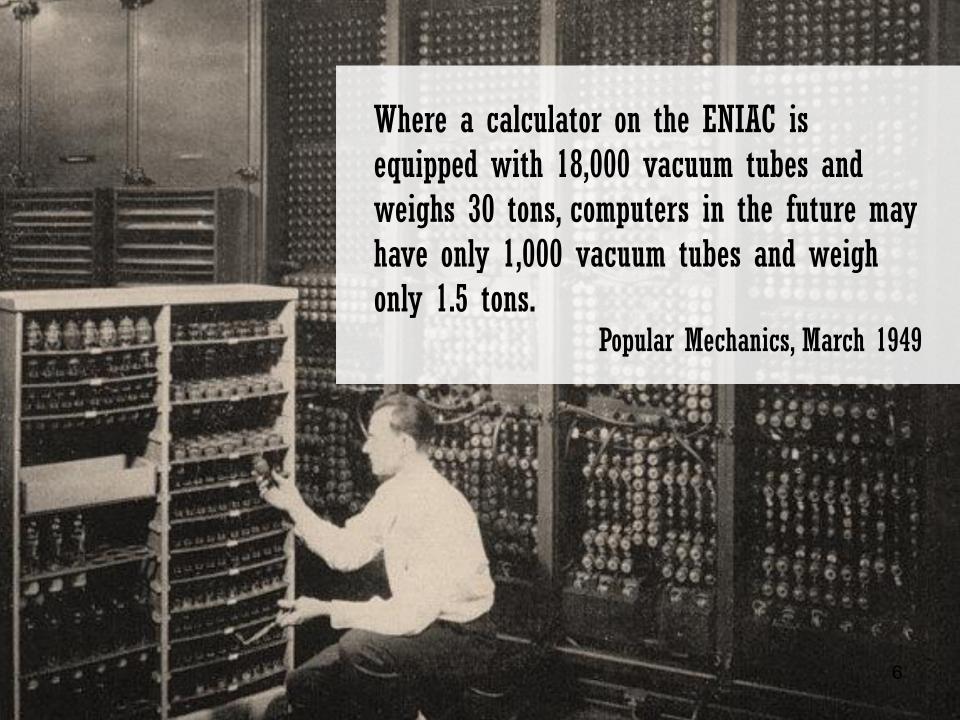


# **Predicting The Future Can Be Risky Business**

This 'telephone' has too many shortcomings to be seriously considered as a means of communication. The device is inherently of no value to us.

A memo at Western Union, 1878





Transmission of documents via telephone wires is possible in principle, but the apparatus required is so expensive that it will never become a practical proposition.

Dennis Gabor, British physicist and author of *Inventing the Future*, 1962.



# New technology emerges DAILY







Anticipatory delivery of knowledge improves application and impact



### **Key Theme #1 Anticipatory Delivery of Knowledge**



## Key Theme #1 Anticipatory Delivery of Knowledge



Connecting people remains the best way to transfer knowledge





## Key Theme #2 Connecting People



Connected knowledge and the power of knowledge discovery



Key Theme #3 Connected Knowledge



**Key Theme #3** Connected Knowledge 0,700 1.7 million

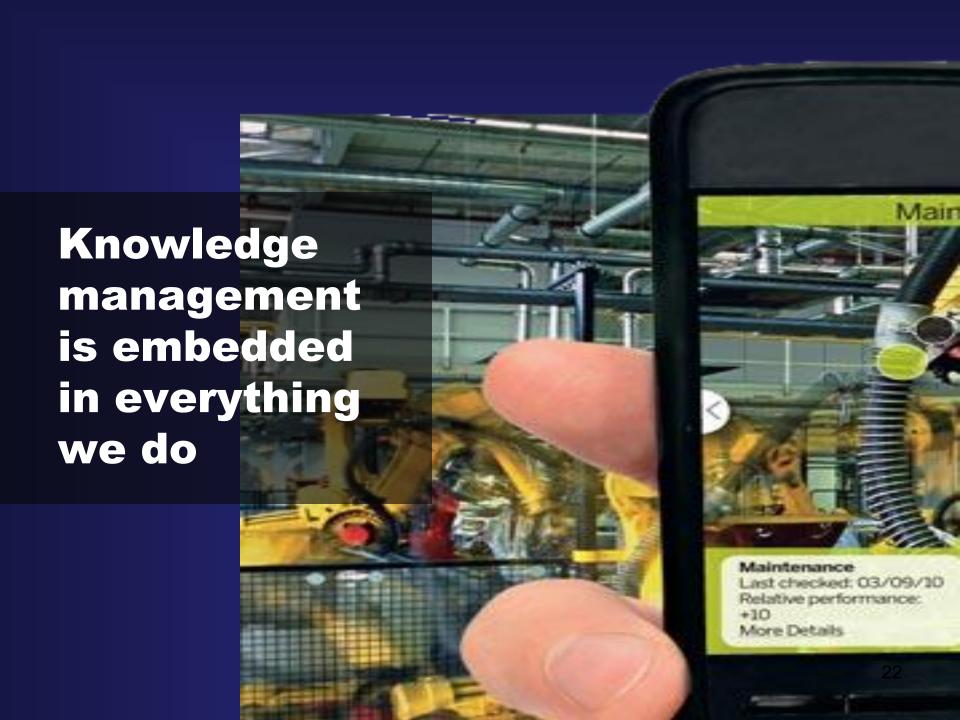
## Key Theme #3 Connected Knowledge

Connected knowledge encourages discovery



Knowledge management is embedded in everything we do





Accelerated expertise development is crucial as the baby boomers retire



## 10,000 Hours













## John McQuary john.mcquary@fluor.com

Jeff Hester jeff.hester@fluor.com @jeffhester

#### Copyright © 2011 Fluor Corporation All Rights Reserved

None of the material contained herein may be copied or otherwise reproduced, destroyed, loaned, or given away without permission of Fluor Corporation. Any unauthorized copying or other reproduction may result in copyright and/or trade secret law infringement, crimes punishable in both civil and criminal courts.