

KM TALK 1: APPLYING CHANGE MANAGEMENT IN ORGANISATIONAL KM WORK

BY: SALLEH ANUAR

26 JUN 2015, 6.00-7.00 PM

VENUE: NLB

Knowledge practitioners have often faced challenges in ensuring the successful delivery of KM initiatives in Organisations. Organisational change management programs are vital to the success of a KM initiative. In fact, the reasons most often cited for why KM implementations did not deliver their expected benefits were organisational issues, such as insufficient communication; failure to integrate KM into everyday working practices; lack of training; and a lack of time to learn new systems and processes.

Success in knowledge management (KM) was traditionally about systems, technologies and platforms. What is often neglected is the focus on applying Change Management strategy and techniques to KM initiatives in order to address traditional resistance to new work, processes or systems.

This short, hands on session will walk the audience through on why Change Management is an effective and critical aspect of any KM initiative that impacts Culture and People. It will give participants a quick awareness and understanding of the ADKAR framework for Change Management. Participants will also be involved in interactive discussions on how they can implement the ADKAR framework into their KM initiatives. This presentation will conclude with the emphasis that, Change Management is a critical component of the success of KM in an Organisation.

KM TALK 2:

KM CHANGE LEADERSHIP

BY: KARUNA RAMANATHAN

26 JUN 2015, 7.00-8.00 PM

VENUE: NLB

As knowledge practitioners, we have known all the while that harnessing knowledge remains critical for workforce competitiveness and organisational success, as complexity and unpredictability engulf organisations. At the national level, government has initiated the SMART NATION programme, to leverage on technology to improve our lives. At a personal level, we know that if as leaders, manager and workers, we do not know what we know, if we do not know what we do not know and/or if we think we know all there is to know, chances are we will not be able to compete effectively.

Success in knowledge management (KM) was traditionally about systems, technologies and platforms. Today, KM is everybody's problem but no one's direct responsibility. A closer study of KM suggests that it is increasingly about getting the balance right in structural and behavioural changes within organisations. Today, KM must work in concert with leadership, learning, and growth strategies. Tomorrow KM will be about sustainable organisational development (OD). It will be about understanding and implementing Change Leadership within the organisation.

This presentation will walk the audience through why effective KM requires re-balancing leadership and learning within organisations, and how these relate to the ancient Aristotelian philosophy of Ethos, Pathos and Logos. Originally posited as a frame for argumentation, the intellectual, emotional and physical aspects that concern knowledge creation, transfer and integration are examined. This presentation will conclude with the argument that today, KM is part of Organisational Development, and that Change Leadership will play an important part in KM success in organisations.

VENUE: National Library Building, Possibility Room, Level 5
100 Victoria Street, Singapore 188064

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Name,
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About the Presenter [[Applying Change Management in Organisational KM Work](#)]

Salleh has many years of ground experience in introducing new initiatives, processes and learning methods in organisations. Prior to joining WDA in Dec 2014, Salleh spent 14 years in the Singapore Armed Forces in various capacities. During this time in the SAF, he has introduced many new initiatives such as the SAF-wide new Fitness program that was based on exercise science. This involved overcoming decades old cultural mind-sets on how physical training was conducted. His last 3 years in the SAF was spent in the Centre for Leadership Development where he was part of a team to introduce the Action Learning Process in the SAF. This involved creating awareness, developing understanding, applying tools and reinforcing the new way of learning for the SAF in order to operate in a volatile and uncertain world. Today, the SAF applies the Action Learning Process as the key lessons learnt process. Salleh subsequently went into private consulting practice for 3 years to consult on KM for various organisations both public and private, focusing on metrics and analysis of root issues of culture and people in organisations.



Salleh's current work includes a dual portfolio as head of KM and Change Management in WDA. He is a certified PROSCI® Change Management Practitioner.

About the Presenter [KM Change Leadership]

Karuna Ramanathan is currently the Senior Organisational Development Consultant in the Public Service Division (PSD), Prime Minister's Office (PMO), Singapore. In his current role he supports large system change in and between public service organisations to realize organizational effectiveness and employee engagement, as part of the Public Sector Transformation initiative.



Prior to this, and as a career naval officer, Karuna was the Deputy Head of the Center for Leadership Development in the Singapore Armed Forces (SAF), a position he held for a decade. In that time, he led organization-wide leadership, learning and knowledge management programmes. He is credited with architecting action learning and the military lessons learnt process, implementation of the leadership coaching conversations, introducing organisational storytelling and gamification.

Karuna is the inventor of several storytelling models. One of his models, the 251, was presented in the US, is currently in use in the SAF, and also the United Nations. With his narrative expertise, he led the SAF team to 1st place with the entry "Decisive Combat" at the 2013 Serious Games Global Showcase. In a testimonial from CLD on retirement, Karuna was acknowledged as a global leadership development expert.

Karuna is the current President of the Information and Knowledge Management Society of Singapore (iKMS). Under his leadership, iKMS as a non-profit organization has grown in membership, introduced new and innovative KM initiatives, and has seen increased interest and participation. He is often consulted on KM ideas, initiatives and strategies.

Karuna gained a PhD in Business and Management researching Leadership and KM, an MSc (KM), researching Workplace Learning and KM, several postgraduate diplomas, and a first degree in Business. He is a trained Erikson Executive Coach, certified facilitator, and certified Performance Technologist. He is also involved in the NUS Business School as a leader mentor, and has previously taught in the KM Masters Programme in NTU.

Karuna is often approached to keynote and run workshops on Leadership, KM and organizational storytelling. To date, he has shared in more than 50 such events in Singapore and internationally including USA, UK, Germany, Middle East, India, Hong Kong and Malaysia. During the Global Learning Summit in 2012 he was voted as best presenter. He has also published several book chapters and numerous conference papers.