

# Managing Knowledge to Maximise Performance

Imagine performance if all your people could access everything your organisation collectively knows.

This is a reality for those organisations that believe in and develop a knowledge sharing culture which drives creativity, productivity and innovation. These organisations have well supported structures and frameworks to enable their people to remove barriers and leverage organisational strengths. They also invest heavily in knowledge based initiatives over time, enabling them to integrate knowledge working into normal operations.

This presentation explains the aspects of successful knowledge management required for improved performance and productivity.

## The Speaker

Arthur Shelley is Director of Intelligent Answers, an independent knowledge strategy and capability consultancy. Arthur's 20 years experience in professional Knowledge Management roles have provided him with unique insights into what motivates people to collaborate. These learnings have been applied to facilitate knowledge sharing to increase productivity and successfully implement change. Formerly Global Knowledge Director for Cadbury Schweppes, Arthur led their knowledge strategy through engaging global virtual communities. He is also the course co-ordinator for Knowledge Management in RMIT University's MBA program.



INTERNATIONAL  
SOCIETY FOR  
PERFORMANCE  
IMPROVEMENT.

MELBOURNE CHAPTER



**Date:**

Wednesday 24 September, 2008

**Admission:** Free

**Time:**

6.00pm – 6.30pm  
Drinks and Nibbles

**Presentation:**

6.30pm – 8.00pm finish

**Location:**

Swinburne University of  
Technology, Conference Centre

TD Building, Room TD 120 –  
entrance from ground floor  
foyer, John Street, pedestrian  
way between Wakefield and  
Park Street (see location map  
attached)

There is a multi-level car park  
that can be accessed off  
Wakefield Street.

**Drinks and Nibbles:**

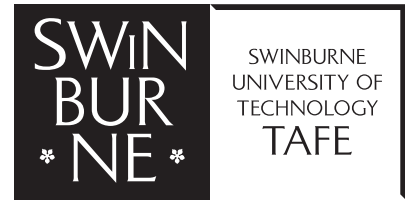
you are invited to continue  
the discussion over drinks and  
nibbles.

**RSVP Essential:**

23 September, 2008,  
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# Hawthorn campus

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ISPI entrance to foyer  
under link bridge

