



الجامعة الإسلامية العالمية ماليزيا
INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA
يُونُزْ بَرَسِيْتِيْ اِسْلَامْ، اِنْتَارَا اِبْحْسَابَا مَلِيْسِيَا



IIUM CRESCENT
IIUM Centre for Strategic Continuing
Education & Training

KNOWLEDGE MANAGEMENT MASTERCLASS

BY PAUL J. CORNEY

Topic

*Working Smarter in a Knowledge World :
Why space matters for collaboration,
innovation and knowledge transfer.*

Details

DATE / DAY: 21ST MARCH 2017 / TUESDAY
VENUE: CRESCENT, JALAN DUTA
TIME: 9AM – 4:30PM

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Introduction

A 2016 study of about 3,000 people found that at a time of limited productivity growth in the UK, only 33% regard their workplace as optimised for productivity. And yet by 2020 it is estimated almost 40% of workers will work independently.

As the trend shifts towards co-working hubs what are organisations doing to equip people with tools, techniques and 'knowledge spaces' to facilitate the sharing of knowledge and better working practices?

In this interactive masterclass Paul J. Corney will draw on more than 25 years of KM experience of creating effective knowledge spaces. He will use the results of research conducted with KM thought leaders and on a short survey delegates will be asked to complete in advance. Here's one of the questions (and an answer) from a leading 'KM'er':

"Does your office encourage collaboration?"
 "Yes and no! It does encourage conversation but we still have silo working. I think there's an assumption that open plan equals collaborative working but there are very few huddle type areas which would actually help much more..."

Learning objectives

The masterclass will focus on both physical and virtual environments. Delegates will take away:

- An understanding of the drivers that influence knowledge space design
- An understanding of the factors that facilitate effective knowledge spaces
- Examples of effective and ineffective knowledge spaces
- An approach for creating effective virtual team working and collaborative spaces



Brief Bio

Paul J. Corney is a well-known figure in the KM world, a prominent keynote speaker and Masterclass leader. One of the first 'Knowledge Managers' in the City of London in the mid 90's, he has since advised global businesses on the creation and implementation of Knowledge Management programs.

Paul is also a member of the British Standards Institute Committee that is helping to create an international (ISO) standard for Knowledge Management. He is co-author of "Navigating the Minefield: A Practical KM Companion" and a contributor to "Making Knowledge Management Work in Your Organisation". He blogs at www.knowledgeetal.com and publishes in Business Information Review.

Fees

Number of Participants	Fee
1 - 2	RM 800 per pax
3 & above (from same organisation)	RM 700 per pax
Early bird register and pay before 1st March 2017	RM 750 per pax

Programmes

9.00 am – 10.00 am	<ul style="list-style-type: none"> • Introductions & Illustration of how we each look at space differently (Practical Interactive Session) • Examining the drivers - the why (Examples, Theory & Videos) <ul style="list-style-type: none"> o Physical Space o Digital Space o Neutral Space & Objects • Review of effective knowledge spaces - the how (Case Studies & Practical Session) <ul style="list-style-type: none"> o Buildings & Spaces that are effective and ineffective
10.00 am – 10.20 am	Break
10.20 am – 1.00 pm	<ul style="list-style-type: none"> • Review of Knowledge Space survey findings & trends from KM practitioners (Examples) • Group exercise on regional findings (Practical Interactive Session)
2.00 pm – 3.15 pm	<ul style="list-style-type: none"> • Where physical, digital and neutral spaces collide (Theory, Practical & Videos): <ul style="list-style-type: none"> o Examining virtual teams and their success factors o Making use of neutral space and objects in Knowledge Capture and Transfer
3.15 pm - 3.30 pm	Break
3.30 pm - 4.30 pm	<ul style="list-style-type: none"> • Consolidating the learnings (Practical Interactive Session): <ul style="list-style-type: none"> o Tips, Hints, Checklists & Concept of Orchestrated Serendipity o How to make your knowledge space fail?
4.30 pm	Disperse

TERMS AND CONDITIONS

Registration fees include refreshments, lunch, course materials and certificate of attendance.

Substitution of participant(s) is allowed with no additional charge provided IIUM CRESCENT is notified in writing of the name and registration of the new participant(s).

Participants with outstanding registration fees are required to make payment on site or present an undertaking letter, local order or letter of approval to participate. If one of these cannot be supplied, IIUM CRESCENT reserves the right to refuse admission.

IIUM CRESCENT reserves the right to change the venue, facilitator and reschedule or cancel the course whenever deemed necessary. We shall inform the participant(s) if any changes arise.

CANCELLATION POLICY

Cancellation of registration must be made in written form (letter, fax or email) to IIUM CRESCENT before 10 working days prior to the event with 20% of the registration fees imposed for cancellation.

Cancellations 3 – 10 working days prior to the date of programme will be invoiced the full training fee. As a courtesy, we will allow you to apply 50% of your payment toward a future IIUM CRESCENT Training Programme within one year of the cancellation date.

Cancellations 1 – 3 working days prior to the event, and no-shows, are subject to payment for the full amount without future training credit.

PAYMENT INFORMATION

All payments must be made in Malaysian Ringgit

Government Local Orders accepted

Statutory Body / Private Sector Purchase Orders are also accepted together with Letter of Guarantee

Payment to be made to :-

Payable to : IIUM CRESCENT
Company No. : 101067 - P
Bank Name : Bank Muamalat Malaysia Berhad
GF, Azman Hashim Complex,
International Islamic University Malaysia (IIUM),
53100 Gombak, Kuala Lumpur.
Account No. : 1407-0000010-710
Swift Code : BMMB MYKL

You may bank in or send the cheques/bank drafts to us via registered mail/courier express. Please fax a copy of the transaction to us at +603-62073477 and indicate invoice number for verification purpose or email to anizaalfian@iium.edu.my

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