

# **KM CHANGE LEADERSHIP: STRENGTHENING KNOWLEDGE READY ORGANISATIONS**

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# **OVERVIEW**

**Part 1: About iKMS**

**Part 2: Knowledge Ready Organisations**

**Part 3: Change Leadership**

## OUR MISSION

**To increase the awareness, understanding and application of information and knowledge strategies, knowledge management systems, processes and practices, so as to strengthen learning, productivity and innovation in organisations in Singapore.**

# OUR MEMBERS

## Corporate members:



Agri-Food & Veterinary  
authority of Singapore (AVA)



Civil Service College  
(CSC)



International Enterprise (IE)  
Singapore



Inland Revenue Authority of Singapore  
(IRAS)



JTC Corporation  
(JTC)



Keppel Offshore & Marine



Yayasan MENDAKI



Ministry of Defence, (MINDEF)  
Singapore



Ministry of Manpower (MOM)  
Singapore



NatSteel



NCS



National Library Board (NLB)  
Singapore



## Commercial members:



28/5/2015

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# EXAMPLE – PHOTOS (RECORD)

## KM GLOBAL NETWORK 2014 (16 MAY)

SINGAPORE (iKMS). THAILAND (iKlub). HONGKONG (HKKMS). AUSTRALIA (actKM)



Hong Kong



Hong Kong Knowledge Management Society

Australia



actKM

Singapore



Thailand



The Innovation and Knowledge  
Management Club

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# **“UNLOCK LATENT TALENT FOR THE 21<sup>ST</sup> CENTURY”**

**– KLAUS SCHWAB**

**WORLD ECONOMIC FORUM**



**“Indeed in a future of rapid technological change and widespread automation, the determining factor – or crippling limit – to innovation, competitiveness and growth is less likely to be the availability of capital, then the existence of a skilled workforce”**

**“All must rethink what it means to learn, the nature of work, and the roles and responsibilities of various stakeholders in ensuring that workers around the world are able to fulfill their potential.”**

## OUR SMART NATION VISION



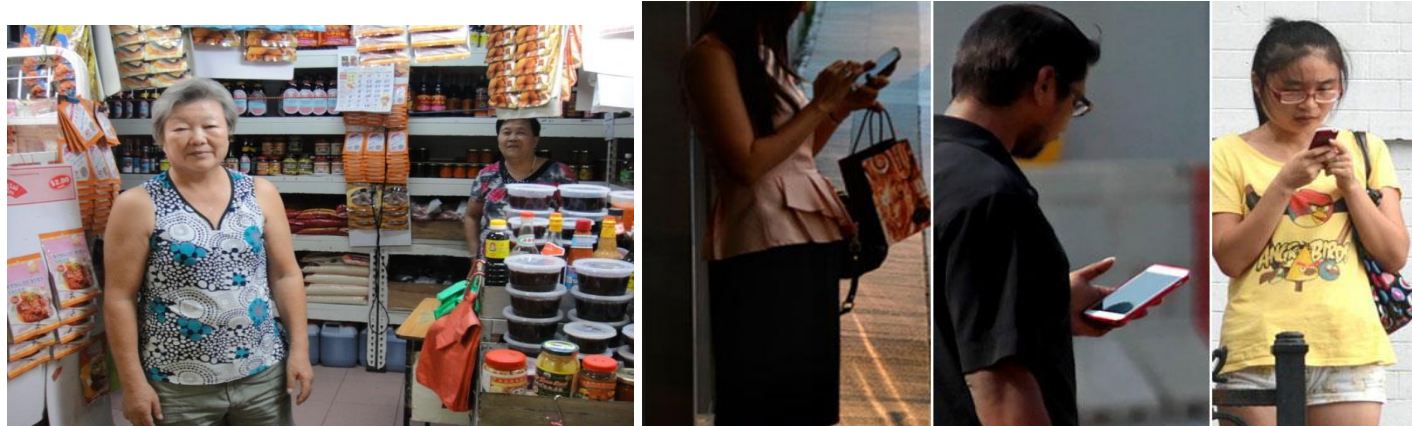
Smart Nation will improve the quality of lives for all by leveraging on technology as an enabler

***“We are making a home for all Singaporeans – young and old, not just technology-savvy, but everyone. We want to transform our lives for the better, and we have what it takes to achieve this vision. This is our country, this is our future... Imagine it, let’s decide on it , let’s make it happen.”***

– [\*\*PM Lee\*\*](#)



## A VISION FOR SMART TVS



*“Everyone has got their own personal devices but **I want to go beyond each of us individually looking at our own devices...** Let’s not forget that at the end of the day, **we want to build communities, we want people to share common interests, common experiences and to build that sense of unity and cohesion** which is so essential, even in the Internet era.”*

*- Minister Vivian, Internet of Things Asia Conference (8 Apr)*



# LEADERSHIP

**As a process of influence, towards achieving the desired outcomes, and by doing so, inspiring commitment and improving the organisation.**



**LEADERSHIP** when practiced at ALL levels in an Organisation will lead to **LEARNING**, as a matter of practice

# LEADERSHIP & KNOWLEDGE

The Ship is a  
**COMPLICATED**  
system!

Does training  
equal knowledge?  
How much can  
one really know?  
Especially when  
there is so much  
to know!



# LEADERSHIP & KNOWLEDGE



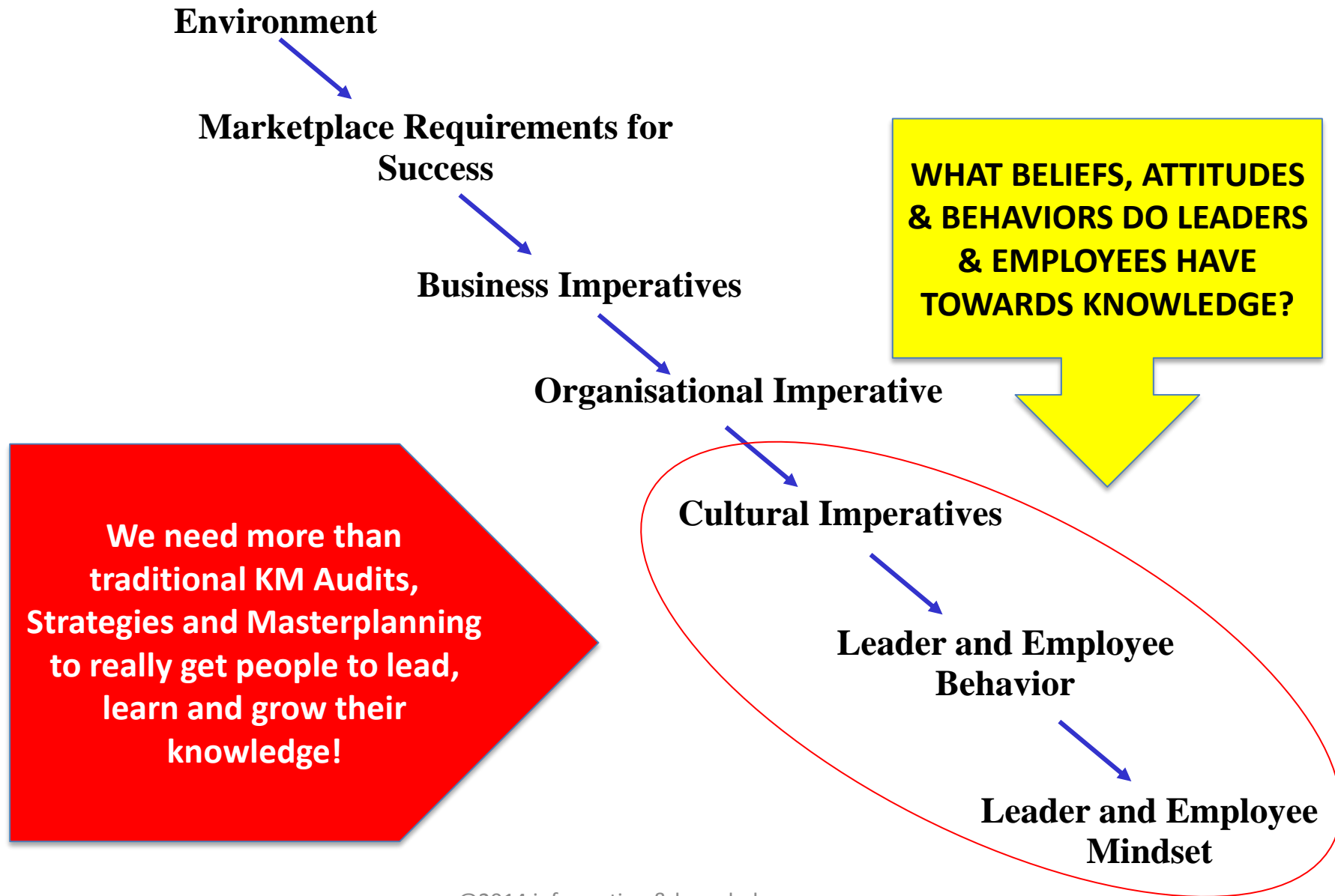
**Naval Operations  
are COMPLEX!  
How do teams  
create  
knowledge? How  
can the Leader  
better lead his/her  
team? Especially  
when he/she  
clearly cannot  
know everything!**

# LEADERSHIP & KNOWLEDGE

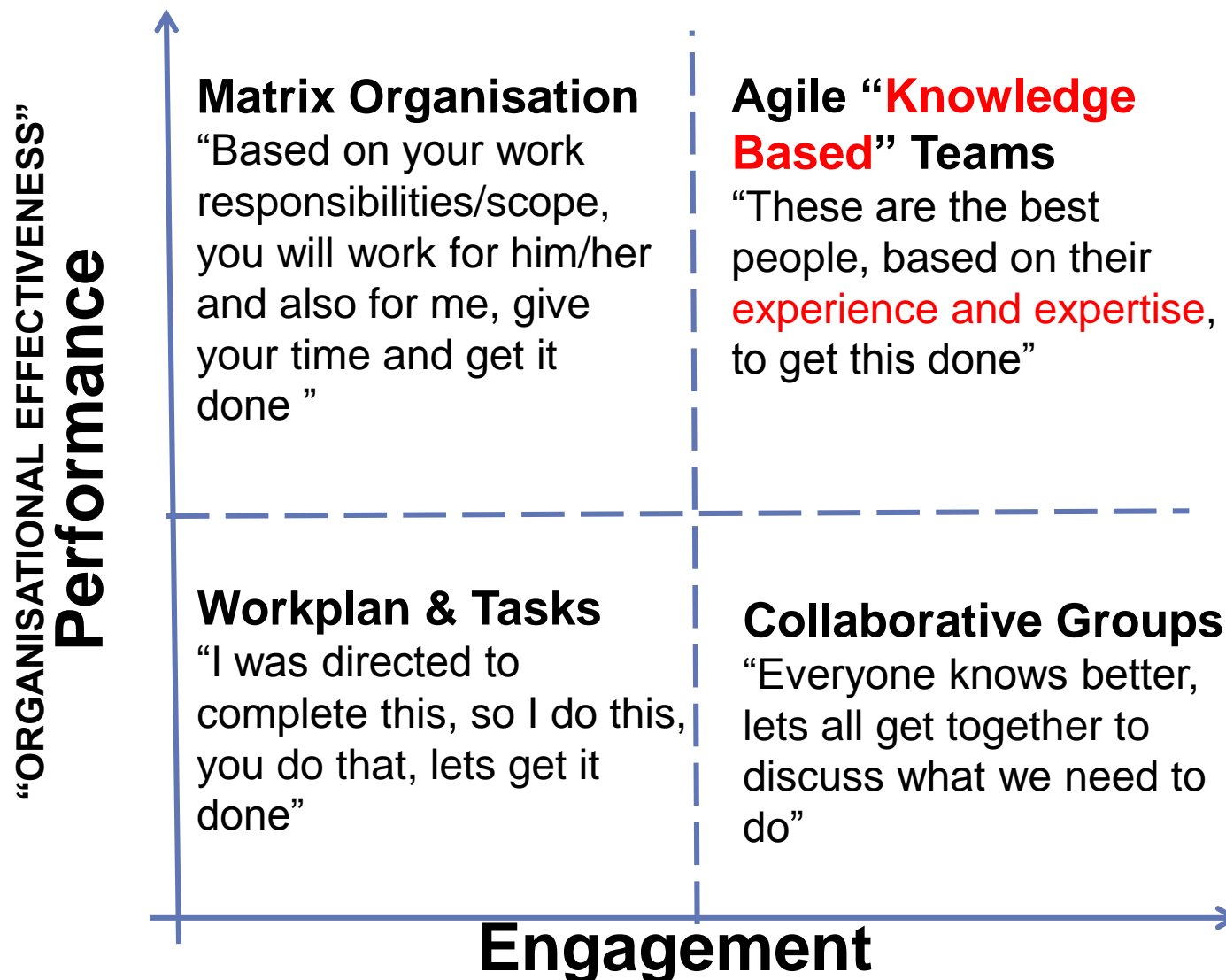
**The Sea is  
UNCERTAIN  
given tides,  
currents,  
pressure, wind,  
cloud and swell.  
How does the  
Leader behave  
when clearly  
he/she will know  
very little. How  
does he/she lead  
hundreds of  
crew members?**



# Drivers of Change in Organisations

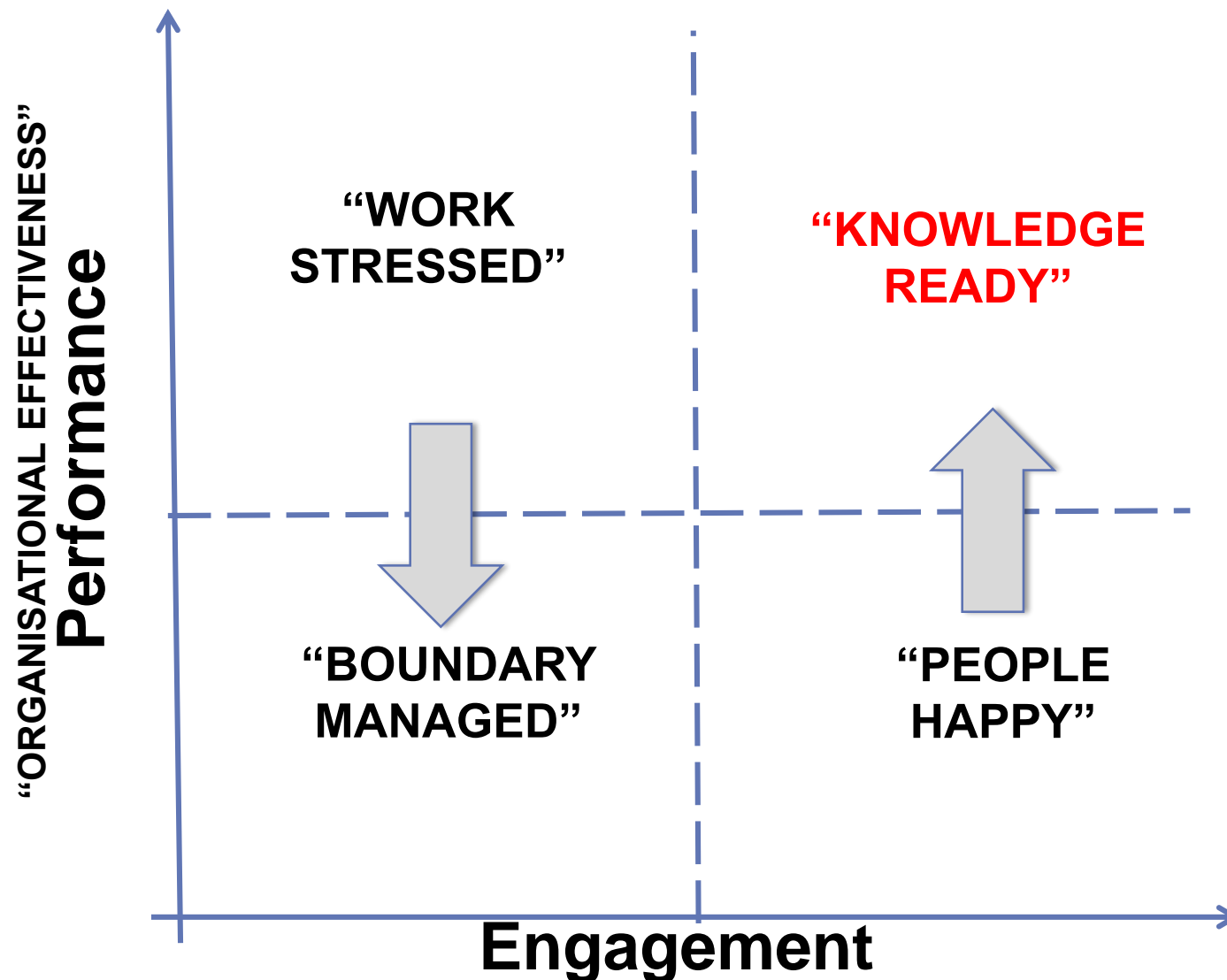


# WAYS OF ORGANISING FOR WORK





# POTENTIAL EFFECTS



# KM & CHANGE LEADERSHIP



# KNOWLEDGE READY ORGANISATION

An Organisation in which collective knowledge leadership is promoted and demonstrated, resulting in the development of knowledge strategies, implementation of knowledge systems, design of knowledge processes, promotion of knowledge practices and regular evaluation and validation through knowledge metrics in pursuit of organisational goals for business excellence.

# AWARD CRITERIA

APQC KM Strategic  
Assessment Matrix

Strategy

**Leadership**

*Culture*

Process

Technology

*Impact*

What is  
Different

*MAKE Awards*

IkMS recognises and respects that every Organisation is different. Therefore we have resisted the temptation to provide a set of “checklist based” sub-criteria to guide submissions. What is required is detailed description of intent, concept, design and effects in each of these six categories.

# CHANGE LEADERSHIP IN KNOWLEDGE READY ORGANISATIONS

**LEADERSHIP** when practiced at ALL levels in an Organisation will lead to **LEARNING**, as a matter of practice

**LEARNING** can be designed at 3 levels – Individual, Team and Organisation, and creates **KNOWLEDGE** as a matter of process

**KNOWLEDGE** when created needs to be transferred and integrated, and when harnessed creates **GROWTH**, as a matter of system

**GROWTH** is what **LEADERSHIP** wants, and must be measured to strategise organisational knowledge potential

# CHANGE LEADERSHIP

	LEADERSHIP	LEARNING	KNOWLEDGE
<b>ORGANISATION</b>	<ul style="list-style-type: none"> <li>-Sponsorship</li> <li>-Strategy</li> <li>-Ownership</li> </ul>	<ul style="list-style-type: none"> <li>-Climate &amp; Conditions</li> <li>-Stories</li> </ul>	<ul style="list-style-type: none"> <li>-System</li> <li>-Resources</li> <li>-Repositories</li> <li>-Documentation</li> <li>-Narratives</li> </ul>
<b>TEAM/ WORK GROUP</b>	<ul style="list-style-type: none"> <li>-Coaching</li> <li>-Facilitation</li> <li>-Mentoring</li> </ul>	<ul style="list-style-type: none"> <li>-After Action Reviews</li> <li>-Project Planning</li> <li>-Timeouts/Retreats</li> </ul>	<ul style="list-style-type: none"> <li>-Lessons Learnt</li> <li>-Stories</li> </ul>
<b>INDIVIDUAL</b>	<ul style="list-style-type: none"> <li>-Reflection</li> </ul>	<ul style="list-style-type: none"> <li>-E-Learning content &amp; tools</li> </ul>	<ul style="list-style-type: none"> <li>-Expertise</li> <li>-Tacit Knowledge</li> <li>-Stories</li> </ul>



KNOWLEDGE MANAGEMENT SINGAPORE

# UNLOCKING THE KNOWLEDGE-READY ADVANTAGE

SUNTEC CITY CONVENTION CENTRE  
2-4 SEPTEMBER 2015

  #KMSG15

Registration opens 1st March 2015