

## “The connection between change and the exchange of knowledge”

Tuesday, Feb 9, 2010; 6:00 – 8:30 p.m.

### “The connection between change and the exchange of knowledge”

The panelists will share what they’ve learned in the process of leading knowledge management initiatives across a broad range of industries, including government, utility, retail and commercial construction.

You will hear examples from their experience to illustrate what we mean by “knowledge management”. We anticipate that their observations and perspectives will spark a lively discussion about the relationship between change and the exchange of knowledge.

### Panel Presenters

**Terri Babcock** joined Sundt Construction in 2002 as Knowledge Management Specialist, after 15 years in program development at ASU. Her current project list includes continuous improvement, all-digital records, Best Practices, company intranet (SharePoint), communities of practice, policy/procedure, courses/experiential learning activities, and exploring social media for learning. “*Full disclosure...*” says Terri, “*Like most everyone, I’m just one person trying to make the most of KM opportunities as they arise. I have gotten much further with ‘Stealth KM’ than I did with the Grand Plan method, although I have one of those, too.*”

**Carla Carter** is President of Carter & Associates, Inc. She has over twenty years of experience in management and consulting roles focused on organizational change and individual development. She was named “one of seven leading women in the Quality field today” by Quality Digest for her ability to install best practice systems and processes. She is also known for her exceptional ability in leadership development, organization design/implementation, benchmarking and performance measurement. Carla has authored Human Resources Management and the Total Quality Imperative, as well as numerous magazine and journal articles. Carla is a founding member of the Arizona Knowledge Management Forum and active member and instructor with the Arizona Quality Alliance.

**Neil Thibodaux** is a Senior Consulting Engineer at the Palo Verde Nuclear Generating Station and has led multiple organizational improvement initiatives in the areas of root cause analysis, cross-organizational communities of practice, and forecasting long-term staffing needs. He co-authored *Retaining Key Knowledge in the Utility Industry*, published in the September/October 2005 issue of *KM Review Journal*. He has been an Arizona KM Forum member since 2003, and presented to the Arizona Quality Alliance and Arizona Work/Life organizations. Neil has 30 years of experience in power plant experience in the areas of Operations, Quality Assurance, Maintenance, Training and Engineering.

**Mary Pierce** is the original convener of the Arizona Knowledge Management Forum. As a learning and development professional, Mary experienced a life-changing paradigm shift when she first heard about the emerging field called knowledge management. This is part of the inspiration that led to the founding of her business, Flashpoint Consulting. Mary has spent her work life creating and facilitating learning that generates action and growth for her clients.

## **Program Details - Tuesday, Feb 9 2010**

**Time:** 6:00 - 8:30pm; Snacks/refreshments provided

**Agenda:** 6:00 - 6:30 pm Networking; 6:30 - 8:30 pm Program

**Where:** Sundt Construction – 2620 South 55th Street, Tempe, AZ; Directions below.

**Fee:** AzODN members, Free; Non-Members, \$10

**Registration:** Call AzODN at (480) 730-7997 and leave your name, phone number and number of people attending.

### **Sundt Construction – 2620 South 55<sup>th</sup> Street, Tempe**

From S. PRIEST DR., turn east on W. ALAMEDA DR. Turn into the first driveway after S. 55<sup>th</sup> ST. Guest parking is in front of the Sundt building. There will be signs directing you to the meeting room.

#### ***Directions to Sundt Construction***

##### ***From Loop 202:***

- Exit PRIEST DR. and travel SOUTH on PRIEST for approximately 2.8 miles.
- Turn RIGHT/WEST onto W. ALAMEDA DR.
- Turn into the first driveway after S. 55<sup>th</sup> ST.

##### ***From the north on I-10:***

- Take the W. BROADWAY RD exit and travel EAST to S. PRIEST DR.
- Turn RIGHT onto S. PRIEST DR.
- Travel SOUTH to W. ALAMEDA DR. and turn RIGHT.
- Travel WEST on W. ALAMEDA DR. and turn RIGHT into the first driveway after S. 55<sup>th</sup> ST.

##### ***From the south on I-10:***

- Take the W. BASELINE RD exit and travel EAST to S. PRIEST DR.
- Turn LEFT onto S. PRIEST DR.
- Travel NORTH to W. ALAMEDA DR. and turn LEFT/WEST.
- Travel WEST on W. ALAMEDA DR. and turn RIGHT into the first driveway after S. 55<sup>th</sup> ST.

**Mark your calendar for the March AzODN program!**

Tuesday, March 23, 2010

1 day program, 9:00am - 5:00pm

“Gestalt Approach to Organizational Work”

Presented by: Rick Maurer and Rick Day