LEADING DIGITAL AND CULTURAL TRANSFORMATION

Global Leaders who Innovate Next Knowledge

BANGKOK UNIVERSITY
RAMA 4 ROAD, BANGKOK, THAILAND
4-6 OCTOBER 2017

Organized by:

In partnership with:

www.glinksummit.org
#glinksummit
G-LINK brings together 30 Global Visionary thinkers to collaboratively rethink, co-create and explore with participants, how to lead the Digital and Cultural transformation and shape the future of business.
LEADING DIGITAL AND CULTURAL TRANSFORMATION

The theme of the 2017 G-LINK Summit is “Leading Digital and Cultural Transformation.” Finding ways to react to and shape digital disruption is currently a global challenge that many organizations are facing in our era of volatility, uncertainty, complexity and ambiguity. Digitization is no longer just an add-on feature to existing channels or products and services, it has become a core strategy or new business model for many organizations. Digital transformation requires new ways of working, not just new technology. However, a digital strategy is only as strong as the organization that executes it and only as effective as the people who lead it. A study conducted by Cap Gemini indicates that 62 percent of employees consider culture as the number one hurdle to digital transformation. A lot of emphasis has been placed on the technological part of the digital transformation, but only a small amount on the cultural aspect. During the G-LINK summit participants will be presented with the technological aspects of digital transformation, in addition to exploring how to combine technical with the other essential, and often underestimated, components of successful digital transformation including digital leadership, digital culture, digital literacy and a digital vision.

By attending the G-LINK summit you will gain a new set of skills, new knowledge and a fresh mindset that will help your organization not just to survive, but to thrive in these disruptive times.

G-LINK SUMMIT 2017 LEADING DIGITAL & CULTURAL TRANSFORMATION

G-LINK SUMMIT: A NEW GENERATION OF EVENT

The G-LINK Summit was co-created by members of the KM Global Network. Over the past year they have collaboratively designed a new interactive summit experience where participants will gain maximum knowledge, ideas, experience, relationships and fun!

Various activities and engagement tools will be made available throughout the three days so that participants can gain maximum value and insights from this event. In fact, the engagement of speakers and participants will start even BEFORE the event (learn more and join us at www.glinksummit.org), DURING and will continue AFTER the event. The G-LINK summit will create a community of practitioners who will engage in co-creating the future of business.

The future is not created, it is co-created. Be part of it!

TOP REASONS TO ATTEND?

1. Learn from 30 Global Visionary thinkers who will share with you the latest insights and approaches to digital and cultural transformation, from the leadership, strategic, innovation, technology, process and tools aspects.

2. Get immersed and inspired by fresh ideas and concepts. The G-LINK Summit was co-created to expose you to a lot of creative and innovative ideas, to broaden your vision of the field. You will leave the event with plenty of new ideas you can start implementing next Monday at the office!

3. Co-create with international speakers and peers new solutions to overcome your challenges by bringing together new ideas and key practices that have had significant impacts on industry.

4. Get answers and new insights to the specific challenges your organization is facing by a condensed and multidisciplinary exposure to international knowledge that will prepare you for disruptive changes and to succeed in this disrupting digital age.

5. Network with international peers and speakers. There is no stronger link than the one we make face to face. The G-LINK offers a multi-cultural friendly atmosphere and a collaborative culture to share and learn. By participating in this three day summit you will build stronger networks and trusted relationships in a way you can’t virtually.

WHO SHOULD ATTEND?

Managers, Executives, Entrepreneurs, Academics, Business Owners from all industries and functions (strategy, marketing, IT, HR, Innovation Management, Knowledge Management, R&D, Business Development, Finance, Engineering, customer service, Supply Chain), etc. The shared concepts and experiences are relevant to Private and Public Organizations

ORGANIZERS:

The G-LINK Summit is organized by the Institute for Knowledge and Innovation, a Center of Excellence of Bangkok University (non profit organization). It is organized in collaboration with the Knowledge Management Global Network (KMGN), a network of Global Practitioners from 9 countries (Singapore, Hong Kong, Australia, Japan, India, Russia, France, USA and Thailand). It is a follow up event of the Global Learning week organized last year by the KMGN in Singapore.
**PROGRAM AT A GLANCE**

**INSPIRING KEYNOTE TALKS**
10 Global Visionary Thinkers will deliver inspiring and motivational keynote sessions that will inspire new creative ideas and will let you gain the latest insights on how to lead Digital and Cultural transformation, and how to shape the future of business.

**LIGHTNING TALKS**
Lightning talks are short presentations (10 minutes). Their goal is to articulate a topic in a quick, insightful, and clear manner. These concise and efficient talks will grab your attention, and will convey key information related to a multitude of emerging and insightful topics. A condensed keynote talk!

**SHARING AND CO-CREATION CIRCLES**
During the Sharing and Co-Creation Circles, participants will be grouped in small teams, facilitated by the Summit speakers. Co-creation activities will also be used to collaboratively develop new ideas and solutions to the specific problems that participants are facing. This will be one of the most interactive activities of the day where participants will connect, share and crystallize the knowledge gained during each day. Must not miss sessions!

**MASTERCLASSES**
After their session, speakers will join you in masterclasses, where they will work with smaller groups of participants to dig deeper into the content and let you experience new tools and techniques to solve your business challenges and to explore new opportunities.

**KNOWLEDGE MARKET**
The G-LINK Summit will provide a "Knowledge Market" where participants can shop for workshops that best fit their interests. The broad variety of workshops offered, encourage the collision of ideas and approaches. The 11 short workshops will be delivered by our Global Visionary thinkers to present you with actionable tools and techniques that you can use to take rapid actions and make things happen in your organization. A great way to add some new tools to your transformation toolbox!

**SUCCESS STORIES**
Selected Global business success stories will be presented by their leaders, followed by a panel discussion. These inspiring success stories from different industries and context were all recognized by an International award. Presenters will share with you their secrets to success as well as pitfalls to be avoided. A great source of lessons learned and best practices.
DAY #1

DAY CONFERENCE

WEDNESDAY

SHARING & CO-CREATION CIRCLES

08:00 - 08:30 Registration
08:30 - 08:45 Welcome Address
   Dr. Somyot Wattanakamolchai | Vice President for Bangkok University International
   Bangkok University | Thailand
08:45 - 09:15 Opening Remarks
   Vincent Ribiere | IKI-SEA | Bangkok University | Thailand

KEYNOTE SPEAKERS

08:45 - 09:15 Can old corporates become sexy?
   Axel Winter | Central Group | Thailand
09:15 - 09:45 Implementing Flash-Point approach as the catalyst for Co-Creation
   Vadim Shiryaev | KAM Academy | KM Russia | Russia
09:45 - 10:15 The Culture of Connection
   Alex Bennet | Mountain Quest Institute | USA
10:15 - 10:45 Coffee Break - Networking
10:45 - 11:15 From open innovation to open organizations
   Martin Duval | Bluenove | France
11:15 - 11:45 Leading the cultural transformation through a knowledge lens
   Stuart French | My Local Broker | KM Australia | Australia
11:45 - 12:15 Leading teams to connect the dots for Digital and Cultural Transformation
   Arthur Shelley | Intelligent Answers | Australia
12:15 - 13:15 Lunch Break

LIGHTNING TALKS

13:15 - 13:25 The role of Gamification in digital and cultural transformation
   Shimitra Singhcomansukh | Siam Commercial Bank | Thailand
13:30 - 13:40 Competing in a data-driven world
   Christophe LeCants TKM | TecKnowMetrix | France
13:45 - 13:55 Mobilized knowledge - game changers in learning experiences
   Maik Fuellmann | QuizzBizz | Thailand
14:00 - 14:10 After action review: Why and what's Next
   Rajesh Dhillon | Information and Knowledge Management Singapore (IKMS) | Singapore
14:15 - 14:25 Harnessing shop floor knowledge - The Tata Steel way
   Amit Khanna | Tata Steel | Thailand
14:30 - 14:40 Convergent Knowledge Nuggets
   Francesco Calabrese | IFKI | International Institute for Knowledge and Innovation | USA
14:45 - 14:55 How to right the people side of business and innovation
   Detlef Reis | Thinkergy | IKI-SEA Bangkok University | Thailand
15:00 - 15:10 The key role of KM in innovation corporate internal and external learning processes
   Xavier Parisot | IKI-SEA | Bangkok University | Thailand
15:15 - 15:25 KM ROCKs! (Ready Organisations Create Knowledge)
   Faiz Selamat | Information and Knowledge Management Singapore (IKMS) | Singapore
15:30 - 15:40 Managing digital change in a financial environment
   Kelvin Simon | Global Operations & Enterprise Systems | Malaysia
15:40 - 16:00 Coffee Break - Networking
16:00 - 17:00 SHARING & CO-CREATION CIRCLES
DAY #2

THURSDAY
HANDS-ON WORKSHOPS

08:00 - 08:30
Registration

08:30 - 09:00
KEYNOTE SPEAKERS
How to disrupt the disruptors?
Teeranun Srhong | Celar Consulting Co.,Ltd. | Thailand

09:00 - 09:30
Japanese Startup & Innovation
Hideshi Sawaki | Knowledge Management Society of Japan | Japan

09:30 - 12:15
MASTERCLASSES
Building and Sustaining a Community of Practice
Eric Tsui
Hong Kong KM Society | Hong Kong

09:30 - 12:15
Can games stimulate a cultural transformation that embeds digital agility?
Arthur Shelley
Intelligent Answers | Australia

12:15 - 13:15
Lunch Break

13:15 - 14:00
Workshop #1
Actionable Gamification using Octalysis
Shravens Singhronmursuk
Siam Commercial Bank Thailand

Workshop #2
KM tactics toward becoming a Centre of Excellence
David Lamotte
Institution of Occupational Safety and Health | UK

Workshop #3
Designing Effective Lessons Learned Sessions to enable KM ROI
Rudolf Dsouza
In-Kno-Win Consulting | India

14:10 - 14:55
Workshop #4
An Innovation Capabilities Model for Thailand
Ronald Valerian-Theuerwitz
IKI-SEA | Bangkok University Thailand

Workshop #5
KM added value
David Lamotte
Institution of Occupational Safety and Health | UK

Workshop #6
Using the Cynefin Decision Making Framework Effectively for KM
Rudolf Dsouza
In-Kno-Win Consulting | India

14:55 - 15:15
Coffee Break

15:15 - 16:00
Workshop #7
The learning processes involved in Business Ecosystem emergence and development
Xavier Parisot
IKI-SEA | Bangkok University Thailand

Workshop #8
Case Examples of Covert KnowNs (Technology)
Francesco Calabrese
PKI | International Institute for Knowledge and Innovation USA

Workshop #9
The Organizational Knowledge Sharing Framework from the World Bank
Vincent Ribiere
IKI-SEA | Bangkok University Thailand

16:00 - 17:00
SHARING & CO-CREATION CIRCLES

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<tr>
<th>Time</th>
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<td>Managing Knowledge in the Age of Digitalisation</td>
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<td>Eric Tsui</td>
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<td>Masterclass #5</td>
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<td>Christophe Lecante</td>
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<td>Masterclass #6</td>
<td>The Intelligent Social Change Journey:</td>
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<td>Transformation and change in a connected world</td>
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<td>Maik Fuellmann</td>
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<td>Success Story #1</td>
<td>Siriraj Hospital - Thailand</td>
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<td>Duangmanee Lachaprasitpom</td>
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<td>13:55 - 14:15</td>
<td>Success Story #2</td>
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<td>Hong Kong Police Force - Hong Kong</td>
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<td>Ian Chow</td>
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<td>ELF Printing Company - Russia</td>
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INSPIRING KEY NOTE TALKS

CAN OLD CORPORATES BECOME SEXY?

Digital innovation, changing customer behaviors, startups, and usual competitions reaching out of their industries are driving an environment of significant change and disruption. The speaker shares lessons learned on his technology driven transformation agenda for global banks and retailers.

Axel Winter
Central Group
Thailand

IMPLEMENTING FLASH-POINT APPROACH AS THE CATALYST FOR CO-CREATION

How to catalyze positive change in a company? We found 4 key ingredients: team, knowledge, tools and atmosphere.

- Team – who want to achieve results, full of curiosity and ready to change?
- Knowledge – about market, trends
- Tools – which help people develop friendly relationships and which make agreements quicker
- Atmosphere – culture, place and activities give team joy, energy and passion. All of that help to find insights, create best solutions with best RoI

Vadim Shiryaev
KAM Academy | KM Russia
Russia

THE CULTURE OF CONNECTION

There are new cultural norms centered around the ease (cooperative/collaborative energy) of the exchange of ideas, and the resultant entanglement, often global in nature, as those ideas grow and expand. This emergent culture—context sensitive and situation dependent, just as knowledge and truth—transports the threads of historic cultural concepts into a virtual reality, embracing collective diversity and contribution while weaving a fabric of understanding among individual beliefs, values and experiences. Our lives as individuals, and as part of larger organizational structures, will never be the same.

Alex Bennet
Mountain Quest Institute
USA

FROM OPEN INNOVATION TO OPEN ORGANIZATIONS

Open Innovation is about helping organizations to better innovate by mobilizing efficiently the collective intelligence from their internal and external ecosystems. But innovation is not the only area where working in a more open way can create value, impact and acceleration; developing open organizations may be the new paradigm or performance, leadership and sustainability.

Martin Duval
Blunrove
France
INSPIRING KEYNOTE TALKS

LEADING THE CULTURAL TRANSFORMATION THROUGH A KNOWLEDGE LENS
Stuart French, My Local Broker, Australia

Today’s leaders have grown up with a world of knowledge at their fingertips. To many of them, the best answer to every problem is a simple one and all too frequently we see the complex and often negative side-effects of this approach.

How then do we draw our managers, leaders and CEOs toward more holistic and sustainable approaches to building their organisations?

One way is to create a culture where these underlying and unpredictable costs are talked about and considered as a natural part of the decision-making process.

Drawing from his recent experiences in an exciting fintech start-up, Stuart will lead an interactive conversation about ways to achieve this in your organization.

LEADING TEAMS TO CONNECT THE DOTS FOR DIGITAL AND CULTURAL TRANSFORMATION
Arthur Shelley, Intelligent Annuities

"Connect the dots" is a fun statement to make, but only the best leaders engage their teams to do this in a sustainable way to increase competitive advantage and market share. Stereotypically, the type of person who is deeply informed about leading edge digital technology trends, is not typically the type of person that can creatively transform these ideas into desired products and services, let alone envision what these means in a customer-led market. We are in the age where optimised performance comes from the power of digital analysis supports creative cross-functional teams to co-create new futures in accelerated time. Possessing, applying and retaining existing knowledge is insufficient to remain as the market leader in this environment.

We outperform the competition by co-creating new knowledge continuously as it is the new knowledge we creatively deploy that has us transforming the future of others, rather than responding to what others have created for us to react to. This session will explore how we can open mindsets and embed behaviours to enable rapid transformation where digital agility becomes part of our cultural success.

JAPANESE STARTUP AND INNOVATION
Hideshi Sawaki, Knowledge Management Society of Japan

In recent years, the startup in ASEAN has been rapidly increasing. Investment amount of venture capital (VC) in ASEAN already exceeded Japan. There are some Japanese entrepreneurs, who challenge to startup at ASEAN focusing on the potential of regional business. Encountering various difficulties and social problems, Japanese entrepreneurs try to manage them causing innovation making use of the local business environment. Presentation will touch on recent entrepreneurship and innovation cases in Japan and explore their affinity.

DIGITAL LITERACY: WHAT’S REQUIRED TO SURVIVE THE DIGITAL TRANSFORMATION
Eric Tsui, Hong Kong KM Society

This talk will focus on an extension of Singapore’s perspective on digital fluency, what’s required to not merely survive, but thrive in the knowledge economy, as proposed by the Infocomm Media Development Authority of Singapore. They propose a set of three skills that are required, namely, technology competency, information literacy, and media literacy. At NTU, we have discussed this framework in-depth, and found it to be inadequate. We have added four additional components: (1) health literacy (the ability to obtain information to make sensible personal health decisions); (2) common sense (practical knowledge and judgment required for us to live in a reasonable way); (3) wisdom (deep understanding that balances multiple perspectives); and (4) advanced numeracy (mathematical skills to identify, locate, act upon, interpret or communicate a problem). It is this extended model that will be presented during the keynote.

MANAGING KNOWLEDGE IN THE AGE OF DIGITALISATION
Chu Keong Lee, Nanyang Technological University

With the advancements of internet technologies, cloud computing and hardware, digitalisation is indeed revolutionising the manufacturing, products and services industries. This seminar will discuss the power of cloud computing, with all the massive array of equipment, software, and connections, functions as a canvas for orchestrating and delivering flexible knowledge services including crowdsourcing, ideation, micro-tasking and human-machine cooperative problem solving. However, in order to exploit the potential of the Cloud, some major unlearning and lessons learnt gained from Big Data research are needed. The second half of the talk will showcase a range of Big Data achievements from various industries including automobile, healthcare, transportation and retail. Success in Big Data not only requires an analytical and intuitive mind but often require unlearning e.g. need to let go exactness for approximations. Among other things, one may need to bypass casual explanations and pattern matching to fully exploit the power of Big Data. New algorithms need to be developed. This talk will conclude with recommendations on managing knowledge in the age of digitalisation.
Gamified learning is a knowledge transfer method that uses gameplay elements to motivate learners. Gamified learning and mobilized knowledge tools can be found at schools and universities as well as in corporate education to conduct training, motivate employees and stimulate creative problem-solving skills, and save resources while doing so. During his Lightning Talk Maik will present how the capabilities of mobilized knowledge solutions can help maximize interaction and engagement in learning, how it can help provide differentiated methods of instruction and how it creates an environment with a freedom to fail and retry without consequences.

Access to data is no longer a key for successful decision processes in business. The cost for accessing or storing data has been dramatically falling in the last 20 years. The key to success is now the use, the new valorization models, the innovations and new business models that are based on applied artificial intelligence. The competition is now longer a matter of getting the data. Competition is now based on your capacity to create value out of data. Examples, business cases and key facts will be shared during this talk and hopefully open a space for discussion between participants.

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After Action Reviews is part of a KM process to dissect how a project, activity, task was conducted. The process is an awesome tool to quickly produce results in a short time and immediately implement lessons learnt. In this session, Rajesh will discuss what’s next after AARs for organisations to take ground initiatives to make good organisational changes.

KM ROCKS! (Ready Organisations Create Knowledge) with anecdotes from KRO award winners and tips to get your organisation started on KM journey and sustain it.
In brief the key objective of this process is:

- Horizontal Deployment of available Knowledge (which exists in our KM repository, improvement projects, Kaizens and Suggestions given by our own people and the minds of experts).
- Identifying existing Best Practices of one’s own department and making it available to others.
- Tapping the enormous Experience & Potential of employees at shop-floor in finding solutions through brainstorming sessions (Manthan Sessions).
- Creating ‘Change Agents’ at shop-floor.

**CONVERGENT KNOWLEDGE NUGGETS**

Description: Connected extracts from “Convergence” Book by Peter Watson, 2016, Simon & Shuster

“The Idea at the Heart of Science: how the Different Disciplines are coming together to tell one coherent interlocking story, and making science the basis for other forms of knowledge.”

Since 1850 various disciplines have been identified with “converging and coalescing connections between [mathematics] physics and chemistry; psychology and biology; genetics and linguistic;” [and multiple other disciplines.]

Watson argues that, “the idea of the conservation of energy and Darwin’s theory of evolution were introduced in the decade of 1850... and revealed unimagined interconnections and overlaps between disciplines” 3 IBID that continues to the present.

“Covert KnowNs (Technology)” this paper conceptualizes that the Technologies of this 21st Century are morphing in similar ways toward multiple versions of converged, futuristic, hybrid technological evolutions. Such developments will be the basis for ad hoc publications of the possibilities of such Technological Convergences in comparing developments in US Government areas of Transformative Technologies and independently researched areas by TechCast Global, an academic/commercial 20 year forecasting organization.

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Masterclass #1
BUILDING AND SUSTAINING A COMMUNITY OF PRACTICE

Eric Tsui | Hong Kong KM Society | Hong Kong

CoP has been hailed as an effective tool to retain, share tacit knowledge and adopt a common practice among like-minded people. However, many CoPs fail to take off, remain dormant, or difficult to sustain. To redress these problems, this workshop offers hands-on experience in building a CoP, designing its activities, onboarding its members and help participants to deal with the challenges CoPs commonly faced at different stages of their growth. It goes through the strategies for growing and sustaining a CoP as well as the tools to support knowledge sharing in a CoP. Participants will learn about the challenges and how to deal with them at every stage of a CoP.

Masterclass #2
CAN GAMES STIMULATE A CULTURAL TRANSFORMATION THAT EMBEDS DIGITAL AGILITY?

Arthur Shelley | Intelligent Answers | Australia

Apparent differences in thinking, priorities, behaviours and culture usually leads to conflict and stress. However, what if the “heat” this Creative Friction could be harnessed as a force to fuel harmonious transformation? In this workshop we will “play” with the differences in perspective in the room to spark insights rather than conflict. When mindsets can adjusted to being more open and criticisms are expressed to add value rather than destroy credibility, these differences become opportunity rather than problems. Well designed and facilitated games enable us to shift our thinking from focusing on resolving problems to creatively reimagining what is possible! We will explore some approaches to resetting the mindsets of mixed teams and bringing harmony between digital and cultural aspects to generate synergies from the diversity of perspectives available.

Masterclass #3
PRINCIPLES AND RULES FOR DEVELOPING MULTICULTURAL VIRTUAL CO-CREATIVE TEAMS

Vadim Shiryaev | KAM Academy | KM Russia | Russia
Olga Smirnova | KAM Academy | Russia

Co-creative teams are a new powerful resource to companies. Effective and creative teams are slowly transforming from projects groups to co-creative teams. This transformation takes time and requires changing and improving all business process, people and results. A mindset change is required accompanied with new principles and rules.

During their Masterclass, Vadim and Olga will talk about the key steps that team should adopt to become co-creative teams and they will share some secrets on things they should pay attentions to. How to agree on goals? Who is the team leader? How to share results? How to inspire and motivate team members?
We live in the most exciting of times. The simultaneous advances in the Pure Sciences, Cognitive Science and Technology and their confluence have thrown up unimaginable possibilities. ‘What the mind can conceive and believe – it can achieve’ now holds true. Whether it is new business models (Uber, Airbnb) or advances in computing (Big Data and Analytics) or new technologies (3D Printing, Industry 4.0) or the confluence of multiple streams (Computing power, Code, Cognitive resulting in AI, Robotics, Driverless Cars) the advances are rapid and disruptive.

It is also frightening! What is going to happen to ‘work’ as we know it? What about Knowledge Work, Knowledge Management and the KM Professional? Are machines going to replace it all?

In this workshop, come and learn about the evolving role of KM and the KM Professional and how one must prepare to stay ahead of the curve. The workshop will help you with answers to ‘What am I uniquely good at? What is my comparative advantage? How do I rethink my role? This preliminary assessment could be the start you require to prepare yourself for the Digital Era.

The Master Class will be peppered with Case Studies and actual Real World examples. The participants will be involved through exercises and activities. At the end of the workshop the participants will leave with a blueprint to navigate their future in the Digital Era.

The Intelligent Social Change Journey (IS CJ) is a developmental journey of the body, mind and heart, moving from the heaviness of cause-and-effect linear extrapolations, to the fluidity of co-evolving with our environment, to the lightness of breathing our thoughts and feelings into reality. Occurring in a world boasting unprecedented connectivity and grounded in development of our personal faculties, these are phase changes, each building on and expanding previous learning in our movement toward intelligent activity.

Let’s go behind the magic, understand how AI applied to Scientific literature can help innovators to be more efficient, and benefit from an easier access for engineers, managers or user thanks to the Big Data magic…

This workshop will discuss some of the historic methods, how they are being used today, and how they can be supplemented in a digital age. With examples, discussion and an interactive activity we will examine how these techniques can be applied to your place of work.
Workshop #1
ACTIONABLE GAMIFICATION USING OCTALYSIS
Shivnetra Singhsomransukh | Siam Commercial Bank
Thailand

During his workshop, Shivnetra will present the 8 pillars of one of the most popular Gamification framework “The Octalysis” developed by Yu-kai Chou. You will learn how to use such framework to gamify your processes and you will be involved in some activities that will help you appreciate the engagement power of this tool.

Workshop #2
KM TACTICS TOWARD BECOMING A CENTRE OF EXCELLENCE
David Lamotte | Institution of Occupational Safety and Health
UK

After defining what is a Centre of Excellence (CoE), the workshop establish the KM objectives and suggest some approach to fulfill the CoE agenda.

Workshop #3
DESIGNING EFFECTIVE LESSONS LEARNED SESSIONS TO ENABLE KM ROI
Rudolf Dsouza | In-Kno-Win Consulting
India

Most Organizations conduct Lessons Learned post a major activity. And the bunch of Lessons Learned are dutifully uploaded on the KM Portal. But how does one know if the right knowledge is captured? And how does one ensure that the knowledge is put into circulation and value is realized from the exercise? It is important to understand the power of a well conducted lessons Learned and how critical it is to leverage the knowledge across the organization.

Workshop #4
AN INNOVATION CAPABILITIES MODEL FOR THAILAND
Ronald Vatananan-Thesenvitz | IKI-SEA - Bangkok University
Thailand

As part of the government initiative Thailand 4.0 the National Innovation Agency (NIA) has tasked the TRIS Corporation and the Institute for Knowledge and Innovation, South-East Asia (KI-SEA) to develop an “Innovation Capabilities Assessment Model” for listed companies and state enterprises in Thailand. The purpose of the model is to raise awareness about innovation in the country, by assessing and then elevating innovation capabilities of Thai firms. During the initial phase of the project the research team from IKI-SEA has performed an extensive literature review on existing innovation assessment models. Based on that initial synthesis the research team developed an innovation capabilities model consisting of 7 pillar.

This short workshop intends to extend the 7 pillar model by involving the participants in a series of activities to generate main assessment criteria for each of the pillars and then determine a measurement level for each. Once a set of criteria has been developed the participants will then engage in a round table discussion for each of the pillars to debate shortcomings of the proposed model and to provide additional feedback.

As a result of this short workshop participants will obtain a general view on how to assess innovation capabilities in an organization. Moreover, the conclusions of the roundtable debates and feedback will assist the research team to operationalize the Innovation Capabilities Assessment Model, which can then be validated in the next phase of the project.
Understand, using tangible criteria how the value chain challenge the faculty with actual situations they face in life examples and participants will be encouraged to formulation, KM Implementation and Impact. The Cynefin Framework is a delightful tool for this purpose. Unfortunately, very few people understand the power of the framework. The Cynefin Framework was one of the first frameworks for KM based on sound science. It has survived and evolved with the changing times and is one of the few tools that are still relevant and one that is continuing to evolve. In this workshop the participant will gain an appreciation of the Cynefin Framework and its use in KM Strategy formulation, KM Implementation and Impact measurement. The workshop will be peppered with real life examples and participants will be encouraged to challenge the faculty with actual situations they face in their organization. So the workshop is a very practical learning session. The implementation of collective innovation strategies requires for each involved organization to develop efficient learning processes such as absorptive and desorative capabilities. Even so, all collective strategies does not lead always to the emergence of a business ecosystem. In fact, few collective strategies has led to the emergence of business ecosystems. Several key factors explain this situation:

1. The coordination process involved requires the development of an adapted platform.
2. The relationships between the involved organizations must ensure a shift from cooperation to collaboration to coevolution.
3. To trigger a coevolutive sequence between the involved organizations, their learning processes must combine internal and external learning capabilities.

To be actionable, this combination of internal and external learning capabilities has to reach the same level among all the involved partners. Therefore, the organizational and inter-organizational readiness is of central importance to trigger a coevolutive sequence. As this initial sequence set the business ecosystem in emergence, its raise involve ecosystemic capabilities development. They constitute a particular type of dynamic capabilities which enhance inter-organizational coordination and ensure the providing of the needed skills and services to all involved organizations. Most frequently, these ecosystemic capabilities are provided by dedicated firms within the ecosystem. Therefore, this category of firms can rarely survive outside the ecosystem. Moreover, the core competences of these firms constitute a new particular type of learning process.

The World Bank has developed over the years a practical Organization Knowledge Sharing Framework that any organization could simply use to design and support its Knowledge Sharing Strategy internally and with its partners. By participating in this workshop you will be introduced to the 8 Pillars of the OKS framework and you will be given some reference to tools and documents that will help you further learn about this framework. Don’t miss it!

Proposed outcomes of the workshop This workshop will provide a practical focus designed to help managers successfully build communities of practice towards supporting informal learning within their organisation. More specifically, the implementation model can be useful for any organisation who intends to implement a community of practice in their organisation.

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**Workshop #5**
**KM ADDED VALUE**
David Lamotte | Institution of Occupational Safety and Health UK

**Workshop #6**
**USING THE CYNEFIN DECISION MAKING FRAMEWORK EFFECTIVELY FOR KM**
Rudolf Dsouza | In-Kno-Win Consulting India

**Workshop #7**
**THE LEARNING PROCESSES INVOLVED IN BUSINESS ECOSYSTEM EMERGENCE AND DEVELOPMENT**
Xavier Parisot | IKI-SEA | Bangkok University Thailand

**Workshop #8**
**CASE EXAMPLES OF COVERT KNOWNS (TECHNOLOGY) AND METHODOLOGY APPLIED**
Francesco Calabrese | PKI | International Institute for Knowledge and Innovation USA

**Workshop #9**
**THE ORGANIZATIONAL KNOWLEDGE SHARING FRAMEWORK FROM THE WORLD BANK**
Vincent Ribiere | IKI-SEA | Bangkok University Thailand

**Workshop #10**
**COMMUNITIES OF PRACTICE: NURTURING THE KNOWLEDGE SHARING & LEARNING ENVIRONMENT**
Geeta Albert | Knowledge Connections Malaysia

**Workshop #11**
**INQUIRY-BASED LEARNING IN DIGITAL AND CULTURAL TRANSFORMATIONS**
Maik Fuellmann | QUIZBIZZ | Thailand Boondee Bunyagidj | TRIS Corporation | Thailand

In this new digital era, new generations of workers and students need new adapted approaches and environments for learning. Traditionally the textbook and the instructor have been the sole knowledge repository and the lecture, the only method of instruction. The learner has been the passive receiver of information and has been spoon-fed information by the instructor.

Time has come to evolve such approaches to better fit the needs of the 21st century learners. Human learning is characterized through observing, reflecting and organizing information. Questions and problems naturally arise from this learning process. Driven by the changes in our communication habits also the ways we conduct surveys and how companies acquire knowledge have changed. On the example of “mobilizing” a corporate survey about the “status quo of the learning organization in Thailand” Dr. Boondee Bunyagidj and Maik will present how inquiry-based methods improve interactivity and how mobile devices can become the method of choice to build more efficient surveys and powerful learning solutions.

Factors and way-forward plans to sustain this knowledge sharing initiative. We will draw our experiences on the creation of virtual communities of practice (VCoPs) for public sector organisations in Malaysia. These VCoPs were designed to provide a convenient and conducive platform for knowledge-seeking professionals and forward-leading organisations to leverage on the community, collaborate for professional advancement, develop their competencies and create strategic alliances.

This workshop will be conducted via participation in exploring the trends in stimulating the creation and sharing of knowledge related to best practices within the user community. This case study provides a practical tool and design to help managers successfully build a guided community of practice towards supporting informal learning within their organisation.

Proposed outcomes of the workshop This workshop will provide a practical focus designed to help managers successfully build guided communities of practice towards supporting informal learning within their organisation. More specifically, the implementation model can be useful for any organisation who intends to implement a community of practice in their organisation.
SIRIRAJ KM JOURNEY FOR EXCELLENCE AND SUSTAINABILITY

Siriraj has recently received the Thailand Quality Class (TQC) Award. Siriraj is the largest faculty and hospital in Thailand; >15,000 employees, >2.5 million patients visits per year, >3,600 medical students, paramedical students and trainees; the oldest University Hospital in Thailand; >129 years.

Siriraj started a journey to excellence (toward achieving its vision) and sustainability. Therefore, it designed integrated Siriraj Quality Tools and Siriraj KM tool aligned with the context and which facilitate staffs' potentials at all levels to operate safer, better and the best. Siriraj learnt that KM enormously emphasizes soft side in the organization, increases workforce engagement and promotes learning organization.

During her presentation Prof. Duangmanee will present:
• Why KM in Siriraj?
• How KM was applied at Siriraj (Siriraj Link-Share-Learn & Siriraj CoP style) to promote a safety culture, quality excellence, workforce engagement and learning organization
• Lesson learnt: Benefits from KM and challenges of KM implementation

Duangmanee Laohaprasitiporn
Deputy Dean of Quality Development
Siriraj Hospital
Thailand

THE WAY TO TRANSFORMATION AT ELF-PRINT COMPANY

ELF-print company (Russia) received the KRO Award in 2016 (Knowledge Ready Organization). During their presentation they will share:
• How they changed their vision and business strategy on stagnant market
• How they found and implemented a new position in their clients minds
• How they found partners and collaborated with them
• How they created new products and services with their entire supply chain

Dmitry Ermakov
Owner & CEO
ELF Printing Company
Russia
Lyubov Nepovinnykh
CEO
PROMO-S marketing agency
Russia

KNOWLEDGE MANAGEMENT (KM) JOURNEY OF THE HONG KONG POLICE

Having implemented Knowledge Management (KM) for over 16 years, the Hong Kong Police Force (HKPF) has received international recognition for its outstanding performance in fostering a knowledge sharing culture and nurturing a learning organisation. Its KM journey can be categorised into three distinctive phases: from 2001 when the HKPF started codifying its critical knowledge by way of building the Police Intranet, through 2006 when people-based knowledge and experience sharing was emphasised, to 2016 when focus was put on sustaining and integrating KM practices and culture throughout the organisation in coming years. As the winner of the Most Admired Knowledge Enterprise (MAKE) Awards in 2009, 2013 and 2016, the HKPF has not only projected its image as an admirable law enforcement agency in driving and implementing KM, but also demonstrated its role as a knowledge-powered organisation committed to serving Hong Kong in a global context.

Ian Chow
Head of Research Centre
Hong Kong Police Force
Hong Kong

SUCCESS STORIES
Dr Lee is currently the programme director of the MSc (Knowledge Management) and MSc (Information Studies) programmes offered by the Wee Kim Wee School of Communication and Information at the Nanyang Technological University of Singapore. He is a chemical engineer by training, but furthered his studies in the areas of information science and knowledge management. In addition to NTU, he has also held teaching positions at the Singapore and Temasek Polytechnics. His current teaching assignments include graduate courses in the areas of knowledge management, business information services, and special libraries. He is the founder of OpenlySolved.org and Mathematics-DL.org.

Chu Keong Lee
Professor
Nanyang Technological University
Singapore

In 2002, Eric was appointed Professor of Knowledge Management at the Hong Kong Polytechnic University under the President’s Distinguished Professionals Scheme; he joined the university full time in 2005. His speciality areas are Knowledge technologies including Search Engines, Portals, Personal Knowledge Management, Personal Learning Environments, and Knowledge Cloud services.

A veteran of E-Learning, Eric is the Chair of the Advisory Committee on E-Learning and Facilitator of the Community of Practice on Technology-enhanced Teaching and Learning at his university. He designed and delivered PolyU’s inaugural MOOC (Massive Open Online Course) titled “Knowledge Management and Big Data in Business” on MIT’s edX platform in August 2015 and has attracted more than 52,000 enrolments worldwide. Eric is also a shortlisted finalist of the Hong Kong University Grants Committee Teaching Award in 2014.

Eric Tsui
Vice President
Hong Kong KM Society
Hong Kong

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Rudolf Dsouza is the founder of In-Kno-Win Consulting, a Consulting and Solutions Company specializing in Innovation, Knowledge Management, Intellectual Capital and Complexity. He is acknowledged as the worldwide pioneer who introduced Gamification to the field of Knowledge Management.

Rudolf is a popular speaker and workshop leader. He is able to blend theory with practice and draws on his rich consulting experience across sectors to provide the audience pragmatic approaches and useful take-away’s that they can apply in their work situation.

Rudolf is the leading expert and thought leader in strategic knowledge management and innovation in his country. He is on the Advisory Committee for KM for ‘Digital India’ - the flagship program of the Government of India. He is a member of the KM and Business Transformation Council of the Confederation of Indian Industry.

Rudolf is the Executive President-KM Practice, LASSIB Industry. He is on the Expert Panel for KM with Asian Productivity Society, India – a member of the KM Global Network.

Dr. Francesco A. Calabrese, Managing Director, I2KI | International Institute for Knowledge and Innovation Management (IKI-SEA), is internationally recognized as an expert in knowledge management and an agent for organizational change. Prior to founding the Mountain Quest Institute, a research and retreat center located in the Allegheny Mountains of West Virginia, she served as the Chief Knowledge Officer and Deputy Chief Information Officer for Enterprise Integration for the U.S. Department of the Navy. Dr. Bennet is a Delta Epsilon Sigma and Golden Key National Honor Society graduate with a Ph.D. in Human and Organizational Systems; and degrees in Management for Organizational Effectiveness, Human Development, English and Marketing.

For more than 60 years Dr. Francesco A. Calabrese and the teams on which he participates have brought innovative and practical technical and leadership results to clients. An engineer and systems thinker by training and experience he has consistently built cohesive and effective team performances with diverse, international human capital resources. His mentoring/coaching services are honed by years of combining engineering, technology, teaching and business experience in the analysis, design and successful implementation of: knowledge enabled, information and telecommunications systems; and civil engineering projects, country-wide geodetic survey, geospatial intelligence and photogrammetric/topographic mapping activities; and successful team building via experiential learning and mentoring of high performance enterprises and executive individuals in private, government and academic sectors. Adjunct Professor, 1997-2013, at The George Washington University (GWU) School of Engineering and Applied Sciences. Visiting Professor at Bangkok University [BU] since 2011 teaches and Advises Doctoral Candidates in their Dissertation efforts in Knowledge and Innovation Management.
Vadim Shiryaev
Managing Partner

Vadim is an International business expert in development strategies, knowledge management and innovation. He is a partner and representative of Knowledge Associates (Cambridge) and Knowledge Management Global Network in Russia. His specialization is in Strategies – Positioning – and Co-creation.

After studying in Great Britain, USA and Japan, Vadim has built an impressive 25 year career in business; starting in sales and growing to knowledge management and innovation. In addition to adding to his portfolio, decisions for leading Russian and World Business Organisations, Vadim has created his own technology for making innovation and costumers involvement – H.E.A.R.T-management; developed a technology for insight management and managing decision-making process in the group – Flash Point. This technology is now popular around the world. He has also founded the Jack Trout’s School of Positioning in Russia which over 100 companies have developed and tested their decisions within this school. He also became the ideologue and co-founder of the business environment (software) for the development of strategic decisions Business tBox.

His profile in Russia is that of a unique expert for technology to create innovative projects and unique selling proposals on the basis of the positioning and the key knowledge assets.

Hideshi Sawaki
President

Hideshi Sawaki is the President of Knowledge Management Society of Japan. He is a professor extraordinary in Asia University. After experienced banking business at Sumitomo Mitsui Bank (SMBC), he has 30 years international business experience, such as a regional manager of semiconductor company in Malaysia, a CEO of printing company in Singapore, a vice president of crane company in Thailand, etc. Currently, he became a professor extraordinary in Asia University, in order to educate students who can survive in the globalizing world. He is responsible for “Business Administration”, “Asian Entrepreneurship and Management”, “Business and Strategic Environment in Asia”, “Seminar”, “Hospitality Business Special Course”, etc.

David Lamotte
Head of Knowledge Management

David Lamotte is Head of Knowledge Management at the Institution of Occupational Safety and Health, the chartered body for health and safety professionals worldwide. Before joining IOSH in 2015, he worked as a Knowledge Management Advisor for Action against Hunger and with the OECD. He also spent 9 years at EY, managing various Global Knowledge Programmes. Before specializing in KM, David worked as the head of digital Services in HR and Publishing agencies. He is graduated from Paris business school ESLSCA and has a master degree in Management and Information Technologies from IAE Aix-En-Provence.

Since 2009, David is part of the Club Gestion des Connaissances board, which is part of KM Global Network. He is also a member of the working group ISO/TC 260/WG6 for the development of ISO standards for Knowledge Management.

Maik Fuellmann
CEO

Maik Fuellmann, is the CEO of QUIZZBIZZ Limited, a Hong Kong based Education technology company developing mobilized learning solutions. Maik holds an MBA degree from the University of Liverpool and is currently working on his Ph. D. IN KM and Innovation Management at Bangkok University.

He is part of the affiliate-network of the Institute for Knowledge Management and Innovation at Bangkok University (KI-SEA) and advisor to Thailand’s leading management consulting company, TRIS Corporation.
Detlef Reis
Founding Director
Thinkergy | IKI-SEA | Bangkok University
Thailand

Dr Detlef Reis (aka “Dr D”) is the Founder and Chief Ideator of Thinkergy, an Asian innovation company that is on a mission to create innovators through a global network of licensing partners. Dr D is also the inventor of Thinkergy’s four proprietary innovation methods (X-IDEA; Genius Journey; TIPS; and CooL). He is a regular blogger and Bangkok Post columnist, the author of 4 innovation books on business creativity (that are in the publication process), and a sought after keynote speaker.

Dr D is also an Assistant Professor at the IKI-SEA at Bangkok University and an Adjunct Associate Professor at Hong Kong Baptist University. He used to lecture at the College of Management, Mahidol University for more than a decade. His research focuses on innovation methods as well as teaching and learning creativity and innovation. Dr D looks back on a business career of more than 16 years with Deutsche Bank in Germany, Vietnam, the Philippines and Hong Kong, where he held a position of Vice President in the Global Banking Division before starting Thinkergy in 2005.

Martin Duval
CEO
bluenove
France

Martin Duval, is the Founder President & COO of bluenove Group. Martin founded bluenove in 2008 and made it the French leader in Open Innovation consulting and Collective Intelligence technologies (Assembl) with clients such Orange, Michelin, SNCF, Pernod Ricard, Microsoft, VINCI Energies, Poult, Essilor, Lilly, Société Générale, Sodexo, etc.

From 2001 to 2008 within Orange, Martin has financed, developed and managed a series of innovative projects and services, most of them in partnerships with French and international startups, in areas such as mobile applications, mobile/web convergence, e-health, mobile music. In 2006, he implemented an ‘Open Innovation’ program within Orange, the ‘Orange Start Up Program’ to boost mobile/web 2.0 new services and technologies.

He started his career in the aerospace industry at Eurocopter/Airbus, then joined the Accor group, and three years in Change Management consulting at Cambridge Technology Partners. Martin holds a Master in Applied Physics (University of Sussex, UK and Marseille University), a Master in Telecommunications & Information systems (ESSEC & Telecom Paris) and an MBA (Loyola, Chicago). He holds a degree from CNAM, France, in creativity management. He is an Expert at APM in Open Innovation.

Martin is also the Co-President of the Open Innovation Alliance launched by the French Ministry of Economy and Digital (2016) and he was a TEDx Corporate speaker for TOTAL (2016).

Ronald Vatananan-Thesenvitz
Professor
IKI-SEA | Bangkok University
Thailand

Ronald Vatananan-Thesenvitz has received his Ph.D. in the field of Management from the College of Management, Mahidol University (Thailand). His research interests focus on strategy roadmapping, in particular how to sustain a roadmapping process after its integration. At present, his research concentrates on mapping and analyzing changes in business drivers and measuring their affect on the status of an organization’s strategic plan or roadmap. In addition to this, he is also passionate about research in the areas of performance assessment and strategic decision-making.

In Thailand, Dr. Ronald Vatananan-Thesenvitz has participated in various consulting and training projects for companies such as Nestlé, Greenpeace, Siam Cement Group (SCG) and BMW. Prior to his research Dr. Ronald has spent over 15 years in various management positions in Germany and Thailand.
Xavier Parisot joined Bangkok University in July 2015. He is the program director of the newly created Master in Business Innovation (MBI). He is an Assistant Professor at Bangkok University’s Graduate School, where he teaches Innovation Management, Entrepreneurship and strategy. He also teaches Ontology, Epistemology and Research Design in the Knowledge and Innovation Management (KIM) PhD Program and supervises PhD students.

Previously, he was head of the Management, Strategy & Systems Department at the European Business School in Paris during 2 years, head of the Biotechnology and Agribusiness Strategic Management Department during 6 years and head of the General Culture & Methodology Department during 12 years at Troyes’ Graduate School of Management. He also worked in executive education and as a consultant in the Biotechnology field. He holds a PhD in Strategic Management (CNAM, Paris), a M.Sc. in Medical and Biological Engineering and a M.Sc. in Human Molecular Genetics.

His research activities are focused on dynamic capabilities & open innovation implications in the emergence of Bioindustries’ Business Ecosystems, collective strategies, Biotech industries and the impact of knowledge availability & exploitability on innovation logics implementations.

Driving significant digital change at corporations in Thailand, Asia, and Globally as Executive at Accenture and Deloitte Consulting, Global Chief Architect at GE Capital and Standard Chartered, CEO at Thailand’s first Internet and eCommerce Business, CTO at Cisco Systems and now Central Group, Axel setup exceptional Technology journey’s helping organizations to transform, become agile, and more competitive.

A top-level executive with a 28-year track record of leading a number of successful transformation programs for Kasikornbank plc, known as the most dynamic and market leader in financial services in Thailand. Teeranun has a broad range of experience in Financial Services from finance, ALM, Trading, Derivatives, Corporate Banking Products, Marketing, Operations and IT. He served as the bank’s co-president from March 2013 - April 2017.

Now, Teeranun is an independent advisor to board-level executives on organization transformation to embrace technology innovation in their businesses. Through his participation in a number of national level committees, Teeranun is key instrumental in digital transformation of Thailand and its strategic industries.

Outside work, Teeranun is active on Thailand’s national competitiveness and public sector reform issues. He is also Executive Director of Thai Japanese Association.

With a Master’s degree in Knowledge Management and many years in high-tech, high change environments, Stuart applies KM principles to digital transformation projects to help companies maintain their ability to communicate and innovate as they grow in size and structure.
Faiz Selamat
Vice President
Information and Knowledge Management Singapore (IKMS)
Singapore

Faiz is lead evangelist for ground up business solutions, which provides professional corporate services for Small Medium Businesses, Volunteer Welfare Organisations and Multi-National Corporations. Passionate about learning and helping others learn, he has effectuated his personal philosophy of learning design, training systems, and organization performance, to education institutions, corporates, government and non-profit agencies in Singapore, Indonesia and Malaysia. As a social entrepreneur who believes in ‘doing good business’, he is always keen to find ways to help others such that it empowers and creates a sustainable resource for the recipient.

He hopes to create social and economic change through better education, better opportunities, and better economic prospects.

Cristophe Lecante
CEO
TKM | TecKnowMetrix
France

Cristophe Lecante is the founder and CEO at TKM, a knowledge intensive company that develops big data analytics softwares and skills for crunching and extracting valuable and decisional input out of the huge amount of data included in the worldwide scientific and technological literature such as (but non only) patents, thesis, scientific papers, joint research projects,....

For more than 12 years now TKM has developed a broad set of services and product that helps Researchers, Entrepreneurs, Managers to foster Innovation, be more creative and develop even more valuable Ideas and Assets. Universities, Start up, Large Firms, Public Bodies,.... any kind of actors related to innovation can benefit from TKM expertise and experience.

Christophe Lecante holds a Master’s Degree in Economics from Pantheon Sorbonne University and a Master of Business Administration from Sup de Co Reims.

He starts his career in Canada with Sodexo and after 5 years moved to executive position as a managing director of several Airport facilities in Europe. He has been elected since 2011 as Vice President in charge of innovation at Comité Richelieu (association of French innovative SME’s) and was appointed in 2013 as Chairman of the board and of the scientific council at IHEST in Paris.

Christophe Lecante is member of the national commission for evaluation of public policies for Innovation and member of numerous boards in the field of innovation (Univescience, ABG,...).
Kelvin Simon
Head of IT
Global Operations & Enterprise Systems
Malaysia

Kelvin has more than 30 years of industry experience in Information Technology, of which 14 years has been in a Senior Management capacity. He currently heads the Global Operations and Enterprise Systems for Qi Group in Malaysia. Qi is a global company involved in eCommerce in more than 100 countries. Qi has also ventured into property management, education, lifestyle and leisure timesharing.

Kelvin strength is in IT operations and project management. His core skills are Marketing, Promotion, and IT operations. His experience includes working on regional projects within South East Asia. Over the course of his career he had acquired vast knowledge of Building Strategic Frameworks, Marketing and Promotion Techniques, and he is a very strong team player with excellent people skills. It is his belief that good management is a function of ability to manage people effectively as much as having sound technical and functional knowledge.

With these many years of management experience, coupled with regional and cultural exposure, Kelvin has always been able to present his views in a logical and convincing manner. The core skill is working with the community and understanding how to work with them to bring out the best to achieve the desired result for the organization.

Dmitry Ermakov
Owner & CEO
ELF Printing Company
Russia

Dmitry develop business from 2002. During this time, he created and opened 15+ business projects based on the same assets. In 2015 successfully implemented positioning. In 2016 created a business model - how to design and sell new products and services with the whole supply chain (now - piloting stage)

Co-owner project kBook - special online & offline platform collect tools, cases and technologies for developing SME’s.

Expert in business community “Clients relationships”

Current member of Moscow Association of Manufacturers

Winner of many specialized awards, KRO Award 2016

Amit Khanna
Vice President, Capital Project & Business Excellence
Tata Steel
Thailand

An Electrical Engineer graduated in 1989 and then joined Tata Steel. For around 11 years he worked with various operation and maintenance departments of Power System. At the same time he got an opportunity to work with Mckensy (world’s renowned consultant), in Total Operational Performance (TOP), one of the most successful improvement initiatives of Tata Steel so far. TOP has changed the thinking process at Tata Steel and the improvement has become a way of life. Amit got a chance to work in various capacities in the TOP process which includes the role of a Change agent, facilitator and finally headed the Cost and Implementation group (CIG). CIG was responsible for ensuring the timely implementation of all improvement projects and reporting the KPI based accrual for all the departments.

In the year 2000 when Community of Practices was launched within Tata Steel, Amit was given the responsibility of being the convener for the largest knowledge community of maintenance engineering. This community was recognized as the most successful community within Tata for two consecutive years. Becoming convener was his first association with the central knowledge management group. This association improved and expanded over time and eventually transpired to Amit being given the responsibility of heading KM initiatives within Tata Steel in 2004. This meant designing and continuously improving the processes for complete life cycle of knowledge i.e. capture-store-disseminate-reuse. The process has to meet the diversity of levels (Shop floor, executives and Sr. Management), functions (Manufacturing, IT, HR, Marketing, Maintenance etc.), literacy level (Illiterate to PhD and MBAs) and geographical locations. Different approaches to meet all these diversities have been institutionalized.

In 2015 Amit was picked up for an overseas assignment and was placed as Vice President, Capital projects and Business Excellence in Tata Steel Thailand. In the current role he has been able to institutionalize an improvement framework including knowledge management which has helped the company to get many accolades in the area of Business Excellence which includes national and international level recognition to Small Group Activities, recognition at Tata group level for innovation and Tata Business Excellence Model (based on Malcolm Baldridge model).

Widely traveled and participated in various international forums as recipient of awards and Key note/guest speakers. He has addressed participants at various international forums like APOC (American Productivity and Quality Center), World Knowledge Forum & KM Korea at Seoul and KM Australia.

Geeta Albert
Managing Director
Knowledge Connections
Malaysia

Geeta’s specialization, over the past 30 years, has been in product conceptualization, systems and database design for Information Management projects. In the last 10 years, she has turned her attention to Knowledge Management, and her passion towards KM has made her into focusing in cultivating knowledge sharing and learning in public sector organisations.

Geeta had conceptualized KMaya (www.kmaya.com.my), an online social learning environment for the Information Management Industry. With her accumulated knowledge in this arena, Geeta has been presenting her research in conferences, engaged by multiple agencies as a KM consultant. Her focus is in cultivating knowledge sharing via communities of practice to enhance the learning agenda in their respective environments.

Geeta, has an MBA from the University of Strathclyde, UK. She was a former Business Development Director of Paradigm Systems Inc. the founder of Knowledge Connections and co-organiser of the KCONNECT knowledge sharing and learning conferences.
Lyubov Nepovinnykh is an Expert in the field of managing innovation and development strategies, social media marketing and creativity. Author of a series of successful projects and Co-author of unique approaches for business development: FlashPoint - technologies for activating teams and developing breakthrough solutions.

Since 2010, she has been consulting progressive Russian and international companies. More than 200 successful projects for Russian and foreign companies. One of them - implementation developing strategy for ELF-print company (KRO Winners 2016)

Lyubov Nepovinnykh
CEO
PROMO-S marketing agency
Russia

Olga Smirnova
Head of new product development department
KAM Academy
Russia

Expert in the fields of new products development, positioning, knowledge assets management and innovation, activation collaborative team.

Head of new product development department.

Methodology leader and expert in business-projects:

Education programm of Jack Trout’s Positioning School in Russia, www.troutandpartners.ru

Online environment for audit and creating business solutions Business tBox and special soft for creating competitive strategy


As a part of team - realized more than 50 successful consulting projects for Russian and foreign companies.

Boondee Bunyagidj
Advisor
TRIS Corporation
Thailand

Dr. Boondee Bunyagidj played a pioneering role in introducing benchmarking methodology in Thailand in 1999 and best practice case studies using the Malcolm Baldrige National Quality Award criteria in 2001.

She helped initiate KM pilot projects in Thailand and involved in developing a suitable KM model for Thai organizations as well as the KM assessment methodology based on Thailand Quality Award framework.

She is now the Advisor to TRIS Corporation Limited, Thailand.
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