

KNOWLEDGE CAFÉ (60 minutes – 3 hours)

The objectives of the Knowledge Café are:

- 1) to discover shared meaning among your fellow colleagues
- 2) to access the organization's collective intelligence
- 3) to co-evolve the future of the organization

The main outcome of the knowledge café is a codified summary and outline of next steps in your strategy for accelerating management performance in your organization.

The Knowledge Café is an exciting opportunity for you to experience how a knowledge ecosystem can support the interactions of a learning community. Our learning community, the participants and presenters at this workshop, will collectively explore key topics in the field of knowledge management, organizational learning and intellectual capital.

Like the famous cafés of Paris, participants will move from table to table and through the socialization process dialogue, interact, and most importantly learn from one another. You will take away not only an experiential grasp of what a knowledge ecosystem is, but a deeper, more holistic understanding of the subject of the gathering.

These are the proposed 5 themed stations based on the popular choices of previous cafés: 1) ways to cushion turnover, 2) new technology recommendations, 3) proposed leadership evaluation, 4) sharing of worst practices, 5) what's next?

Each of the delegates will be randomly assigned to one of five (5) stations which will have coffee, sweets and paper. One (1) facilitator will also be assigned to each of five (5) stations. Facilitators stay at the café for the whole exercise and are like the social waiters of Paris.

Each table will be assigned a theme. Delegates discuss the theme at the table and exchange ideas with one another while the facilitators probe for clarification and codify their ideas on top of the table cloth (paper). Delegates can also doodle their ideas on the table top as well. After 20 minutes, a bell will ring and delegates randomly scramble to another table which highlights a different theme. These allows delegates to also meet and dialogue with virtually everyone at the event. The facilitator then debriefs the new table of delegates with the earlier highlights and challenges each delegates to push these ideas further.

After 3 rotations of 20 minutes each (or longer, depending on the duration of the whole knowledge café), a wonderful ecosystem of learning will have been developed. The rotations are labelled as follows:

- i) brain dump – this session is all about generating new ideas and brain storming,
- ii) edit and delete – this session is about improving on the results of the previous one, and
- iii) prioritize – this session must select and prioritize the top five (5) ideas from the previous rounds.

Facilitators are then responsible for debriefing the whole audience at the end and can use their table cloths (papers) as illustrations if they wish.

Another deliverable of the knowledge café is that each participant will receive a codified summary of the top five ideas from each themed station.