

Knowledge Management



ARIZONA QUALITY ALLIANCE

"Knowledge Management Techniques to Catapult Performance"

Agenda

4:00 - 4:15 – Registration and Networking
4:15 - 5:30 – Topic Presentation and Q&A
5:45 - 6:00 - Networking

PRESENTER

Carla Carter, President,
Carla Carter & Associates, Inc.

This program will discuss key methods and tools from the Knowledge Management discipline to assist both individuals and organizations to achieve higher levels of competency and performance. Among the dozen tools and techniques identified in this session, there will be more detailed explanation of uses of such tools as Knowledge Repositories, Social Network Analysis (to find the hidden gurus), Communities of Practice, and After Action Reviews (a lessons learned technique).

Participants will have the opportunity to discuss how they are (or could) use these tools in their workplace and whether or not they link (or could link) to current quality efforts. General Q & A will be available after the normal session about techniques not described in detail in the session.

**\$25 Member
\$35 Non Members**

Date: Thursday, 9/23/2010

Time: 4:00 – 6:00 PM

Location:

**Scottsdale Unified School
District**

**Education Center / Boardroom
3811 N. 44th St. Phoenix, AZ
85018**

(Light Refreshments provided)

**A networking
opportunity you don't
want to miss!**

Hosted by AQA

Registration

Name _____

I have enclosed my **check** made payable to:

Company _____

Arizona Quality Alliance (**preferred payment method**)

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Credit Card

City/State/Zip _____

Visa MC AMEX

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