(in alphabetical order)

Javier Martínez Aldanondo
He works currently as the Knowledge Management Manager at Catenaria, a consulting service company specialized in learning, knowledge management and change and is Director of Knoco Ltd, an international consultancy service company specialized in KM with a base in the United Kingdom. With an academic background in Law (University of the Basque Country), Internet Management (Catalan Institute of Technology), a professor chair for e-learning (University of Seville/Salamanca) and professor chairs for Knowledge Management courses (Pontificia Universidad Católica de Chile/University of Santiago), he has a broad insight how knowledge transfers work.

Natalia Ballestero
As Directorate General Legal Services of the Knowledge Management Team, she has a lot of practical experience in KM. Before she was a Knowledge Management Intern at the Micro Insurance Academy e.V., undertaking background research on Knowledge Management, developing a concept for the organization’s KM approach and writing up a user’s manual. Through training activities and workshops prepared by her, the organization could successfully hold their performance and even exceed it. Before that, she did a traineeship at the European Commission’s internal OLAF knowledge centre. There she assisted with legal advice on European criminal and procedural law to fight against fraud and transnational crime.

John Murphy
His background is in organisational improvement, particularly around business processes and practices and especially the role that knowledge sharing plays. He is currently the Knowledge & Information Management Lead at Civil Service Learning, a central government unit overseeing learning and development for the whole UK Civil Service. His goal is to ‘free up’ the flows of knowledge and information across the UK government. Previously John has overseen knowledge transfer for an organisation relocating and losing 95% of its staff, and more recently led a programme to improve knowledge sharing and learning at the UK’s Department of Energy & Climate Change. Prior to this he led business improvement in initiatives in several consulting and professional services firms.

Klaus North
Professor of International Management at Wiesbaden Business School, Germany. His current research covers knowledge and innovation management. He is the founder of the German Knowledge Management Association and was scientific director of the German Knowledge Management Award. He frequently consults with major firms, governments and international organizations and teaches regularly in business programmes internationally.

Dr. North has written 10 books and numerous articles on knowledge and innovation management, productivity, quality and environmental management.

Gracia Vara Arribas
She is a Lawyer, working as expert project-leader and consultant in EU Law at the European Institute of Public Administration-EIPA. She holds an LLM degree in comparative, European and international law from Maastricht University (1995-1996). After practicing law for 10 years in Spain, she became at EIPA the Deputy Director for Europe at the Celr Programme of the European Commission in Uruguay (1996-1998). Since 2000 she works at the delegation of EIPA in Barcelona. For over 20 years, under her direction, several impact assessment and evaluation studies have been carried out commissioned by the EU Presidencies (UK 2006 and SE 2009) and for different Member States (SE, NO, UK, FR, NL, DE). She has led different commissioned studies for the EU institutions (“The Scoreboard on Multilevel Governance”, “The division of Powers in the EU” “The Role of Regional Parliaments and subsidiarity” etc.). In 2014 she led and co-authored the study by the European Parliament analysing the cost of non-Europe in the Sharing Economy. She has authored several policy reports and published numerous articles on Public Procurement Law, being at present the consultant for the City Council of Barcelona in the promotion of Public Procurement of Innovation.

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Knowledge Management in Public Sector Organisations: The dos and don’ts
Barcelona (ES), 26-27 April 2018

With the collaboration of
Generalitat de Catalunya
Escola d’Administració Pública de Catalunya

European Institute of Public Administration
Institut européen d’administration publique

Erasmus+
Introduction

What is this course about?
This seminar will present the best Knowledge Management (KM) practices in Europe and demonstrate how to ensure a real transfer of knowledge.

Baby Boomers are now reaching retirement age in record numbers. We need to be doing everything necessary to bring the next generation of government leaders onboard, and to ensure that the expert knowledge of the actual managers is preserved. For public sector organisations, it is especially important to plan an intervention to deal with the current phenomenon of large-scale retirement. The discipline of Knowledge Management has been offering tools and methodologies which help organisations to resolve these types of issues for a while now. Specifically, knowledge transfer programmes are one of the most efficient proposals which ensure the transfer of critical knowledge between generations. There are countless benefits to these programs, one of the most important being the continuity of effective governance in public administrations and the resulting positive perception of the public sector among citizens.

How will it help you?
Not all organisations (public or private) have successfully developed such programmes. At European level, there are many different programmes in place in which the level of production, development and reached objectives vary substantially. And you will be able to:
- discuss on the stages for development of a conceptual KM framework building up strategies and plans for implementing it;
- learn best practices from real examples and design training and intervention programmes for efficient knowledge transfer between generations.

Each session will have a theoretical component, followed by interactive activities. Throughout the seminar, there is an emphasis on real life examples and supported group work.

Who will benefit most?
This seminar is aimed at public officials from all levels of government, and especially those responsible for human resources and/or training. The seminar will equip them with the knowledge and practical tools to design training programmes and interventions to confront this challenge of generational knowledge transfer.

Programme

THURSDAY 26 APRIL 2018

09.00 Opening of the first day of the seminar: Introduction to the objectives and working methodology. Tour the table: presentations of participants to endorse networking
Gracia Vara Ambas, Expert, EIPA Barcelona (ES)

Introduction: Setting the theoretical ground
09.15 Knowledge Management in the XXI Century – lessons learned
Javier Martinez Aldanondo, Manager in Catenaria, Knowledge Management, Santiago de Chile

10.15 Finding the five challenges of our training – open questions participants – expert
Javier Martinez Aldanondo

11.15 Coffee Break and networking

Practical examples and case analysis on three axis:
- the knowledge capture of new comers
- the constant flux of knowledge throughout the organisation
- the knowledge retention exercise

11.45 The British Experience – case analysis
- The challenges
- The techniques used – pro’s and con’s
- Key learning points form the case study
John Murphy, Civil Service Learning, Knowledge & Information Management Lead, United Kingdom

12.45 Questions and answer session
Sharing experience forum: Participants will be asked to share their experiences with the elements presented by the trainer
John Murphy & Javier Martinez

13.00 Group lunch at the restaurant

15.00 The Experience of the European Central Bank – case analysis
- Main challenges of KT in a public organisation with a high turnover of employees
- The creation and implementation of the KM strategy from zero: what is needed?
- The most successful KM activities and lessons learned from the failures
Natalia Ballestero Ferrer, Direttore Generale Legal Services, European Central Bank

16.00 Questions and answer session
Experience sharing forum: Participants will be asked to discuss in pairs their experiences with the elements presented by the trainer
Natalia Ballestero & John Murphy

Group Division in several working groups that look after specific areas of interest. Presentation of topics and facilitation of group work

16.30 Transfer to smaller working rooms
Group work part 1: Discussion of the knowledge transfer proposals and programmes
Facilitators: the speakers of the day

17.30 Summary of the day and first conclusion
Gracia Vara

18.00 Walking tourist tour in Barcelona Centre

FRIDAY 27 APRIL 2018

09.15 KM implementation strategies and frameworks: Linking the Common Assessment Framework with KM practices
Prof. Dr. Klaus North, Wiesbaden Business School, Germany (DE)

10.15 Experience sharing forum: Participants will be asked to discuss in pairs their implementation strategy and develop possible action plans for their organisations
Moderator: Gracia Vara

10.45 Coffee Break

Klaus North

11.45 Group Division in several working groups that look after specific areas of interest. Presentation of topics and facilitation of group work

12.00 Group work part 2: Development of proposals for the preparation of an implementation strategy
Facilitators and participants

13.00 Lunch with the working group at the restaurant
The participants will be sitting in mixed working groups at the restaurant in order to discuss the work performed in the morning & afternoon sessions.

15.00 Group work part 3: Development of possible action plans for their organisations
Facilitators and participants

16.00 Plenary session: presentation of each group’s proposal and facilitator’s feedback, summaries and reflections of what has been heard or observed from the group

16.00 Conclusions: the list of dos and don’ts

17.00 Closure of the seminar and handing over the EIPA Certificates