

APQC'S 2022 CONFERENCE CALL FOR SPEAKERS

SESSION TYPE DESCRIPTIONS

All sessions regardless of type should be interactive and give the opportunity for participation. Build in participant engagement throughout (Q&A, polling, brief exercise, quick table talk, etc.) to make your session a learner-centric standout.

Share Your Organization's KM/PPM Story

Has your organization done something interesting or innovative in knowledge management (KM) and/or process and performance management (PPM) that others could learn from? Take this opportunity to showcase your success, share lessons learned, and get feedback from your peers. Your submission can talk about how you developed or evolved your KM/PPM strategy or program, or concentrate on a particular KM/PPM project, approach, or technology implementation. Possible topics include and may be cross-discipline (but are not limited to)

- KM: communities of practice, collaboration, knowledge retention and transfer, identifying and leveraging subject matter experts, rollout out KM platforms and tools, and engaging users and managing change.
- PPM: process frameworks, governance, end-to-end process management, roll out of new tools, continuous improvement and engaging users and managing change.

While we welcome “works in progress,” you should be far enough along that you have a clear story to tell and can point to meaningful results.

Submissions in this category should feature KM and PPM practitioners. Vendors or consultants should submit only with a practitioner co-speaker.

Teach a Skill or Technique

This type of session allows you to demonstrate a skill, technique, or methodology that colleagues can apply to their work. For example, if you have a powerful KM and/or PPM facilitation approach, a technique for taxonomy development or process standardization, incorporate flexibility into process work, or a surefire way to extract tacit knowledge from experts or engage the business, this type of session might be a fit for you. You can talk about how you applied the technique in your organization (in fact, we encourage that!), but the focus should be on the “how to.”

Creativity is encouraged, but make sure you explain how your session relates to the KM and/or PPM discipline or competencies useful to KM and/or PPM professionals. Preference will be given to techniques that have been used successfully in the context of organizational KM and PPM.

Lead a Conversation or Problem-solving Session

People tell us collaborating with peers is one of their favorite aspects of the conference. This happens naturally throughout the two-day event, plus we like to include opportunities for more structured conversations around hot topics and tough KM and/or PPM challenges. If you are interested in leading a discussion or “peer assist” session, outline your idea and what participants would learn from the conversation. Please also indicate if you are envisioning a particular facilitation approach or if you plan for the group to co-create something during the session.

Showcase a Technology, Tool, or Implementation

This type of session is a more detailed tutorial on an aspect of your technology infrastructure for KM and/or PPM. The technology or solution you highlight should be something you have implemented (at least as a pilot), but the session should emphasize the “how to.” Topics include (but are not limited to): digital workplace platforms, search solutions, simulations, process mining, workflow systems, automation, predictive systems, bots, AI, and virtual reality.

Don’t ignore the people and process elements of your story; how you determined user requirements, worked with IT and vendors, and managed change during rollout can be even more important than the specifics of the tools themselves.

Submissions in this category should feature KM/PPM practitioners. Vendors or consultants should submit only with a practitioner co-presenter.

Reveal Your Out-of-the-Box KM and/or PPM Thinking

Don’t limit yourself to the session types above. If you have a creative idea that relates to knowledge management and/or process and performance management, tell us what you’re thinking and why it will be valuable edification to our audience. We will consider any session format that fits our agenda and aligns with our audience’s needs. The only constraints are logistical: For example, we are unlikely to be able to accommodate sessions longer than 60 minutes or that require going off-site.

Make sure you explain how your session relates to the KM and/or PPM discipline or competencies useful to KM and/or PPM professionals. Preference will be given to techniques that have been used successfully in the context of organizational KM and PPM.

GENERAL TRACKS AND TOPICS

Alignment and Resiliency: Learn how to align to the business strategy and help it solve urgent problems while pursuing vital opportunities.

- Key topics: strategic alignment, partnerships, governance, business integration, critical knowledge, diversity, equity and inclusion, strategic flexibility, and risk

Data-Driven Decisions: Learn how to use data to manage and improve performance, objectively pursue strategic goals, and deliver value to the business.

- Key topics: measurement, KPI selection, data management, predictive analytics, data-driven decision making

Documentation and Mapping: Learn how to take what your organization knows and does and put it on paper. Discuss the latest techniques to map processes and knowledge, create consistency in the flow and execution of work, and use documentation to drive improvements.

- Key topics: process mapping, knowledge mapping, identification of critical knowledge, knowledge flow processes, process frameworks, end-to-end process mapping

Facilitation and Collaboration: The pandemic has forced us to rethink traditional ways of bringing people together. Learn innovative approaches to lead workshops and meetings, brainstorm and strategize collaboratively, and work effectively across boundaries.

- Key topics: virtual collaboration, running virtual events, engaging hybrid audiences, and breaking down silos

People and Change: Learn how to engage people to drive buy-in and adoption for your efforts. Discuss techniques to shepherd people past their comfort zone and into the future.

- Key topics: buy-in, communications, change journey, employee engagement, culture, process thinking, emotional intelligence, and organizational resistance

Programs and Approaches: Good programs take time, but there are tricks to minimize ramp-up and speed you toward results. Learn how to build new capabilities from scratch and enhance the scope and value of your program.

- Key topics: agile program development, case studies, process and KM maturity, program sustainability, and maximizing business value
- Also focus on specific process and knowledge management approaches or techniques for knowledge transfer, communities of practices, process improvement, benchmarking, taxonomies, frameworks

GET INSPIRED

You are the expert, and we want a unique story from you. Yet, if you need some inspiration, here are a few examples of past presentations.

- [Simulation Modeling at the Port of Vancouver](#)
- [Reinventing Your Talent Ecosystem](#) – The Marcus Buckingham Group
- [Connecting People to Internal Knowledge at Medtronic](#)
- [How Corporación Multi Inversiones \(CMI\) Leverages Super Users for Knowledge Transfer](#)

ABOUT APQC

APQC helps organizations work smarter, faster, and with greater confidence. It is the world's foremost authority in benchmarking, best practices, process and performance improvement, and knowledge management. APQC's unique structure as a member-based nonprofit makes it a

differentiator in the marketplace. APQC partners with more than 500 member organizations worldwide in all industries. With more than 40 years of experience, APQC remains the world's leader in transforming organizations. Visit us at <https://www.apqc.org/>, and learn how you can make best practices your practices.