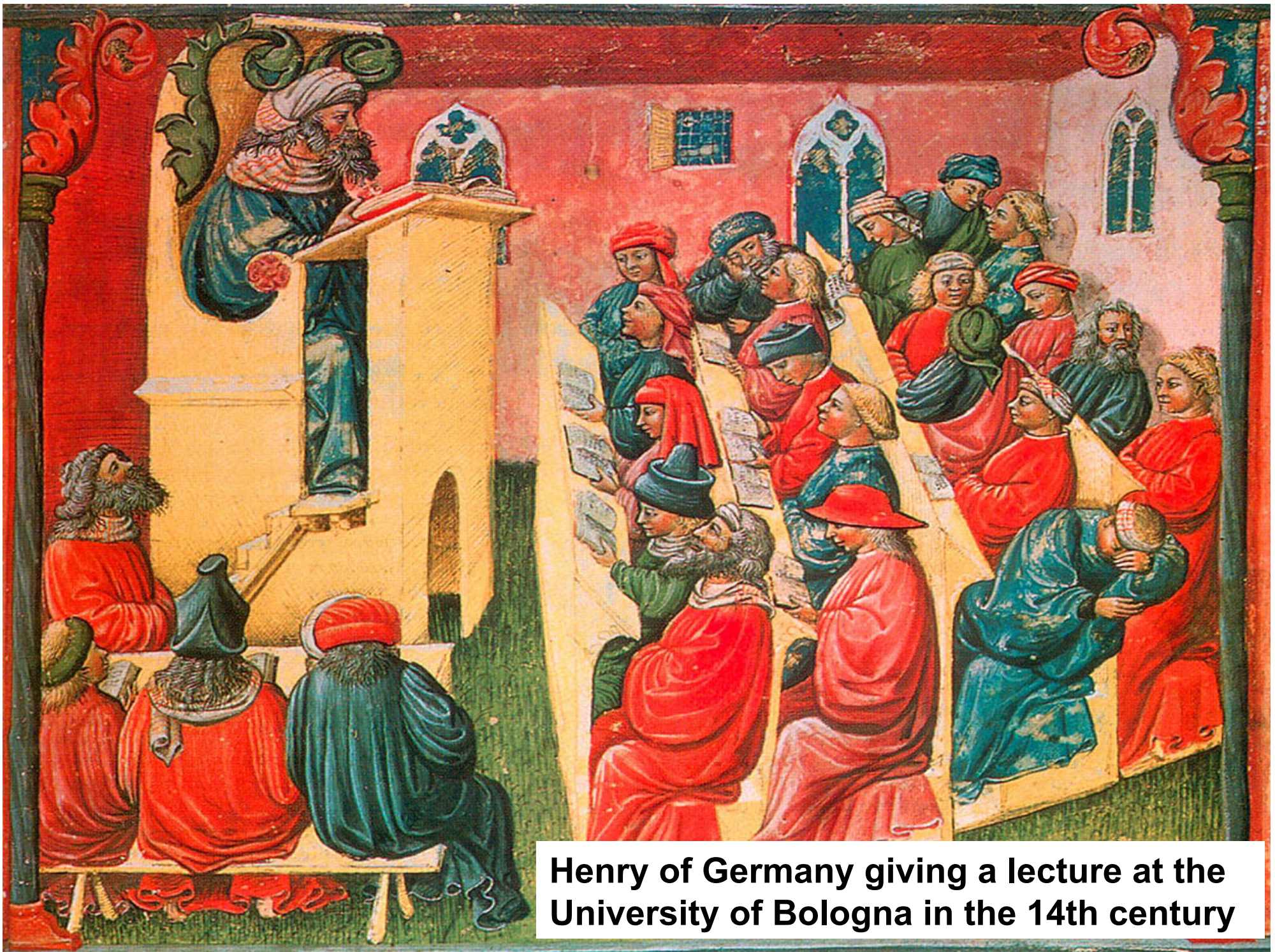


Knowledge Cafe



Tallyfox, London, 24 Sept 2013





Henry of Germany giving a lecture at the University of Bologna in the 14th century



Show me a Professor
of Education ... who
lectures, and I'll show
you a hypocrite who
doesn't read the
research.

Donald Clarke, PlanB Learning

**Our most effective KM tool is
conversation**

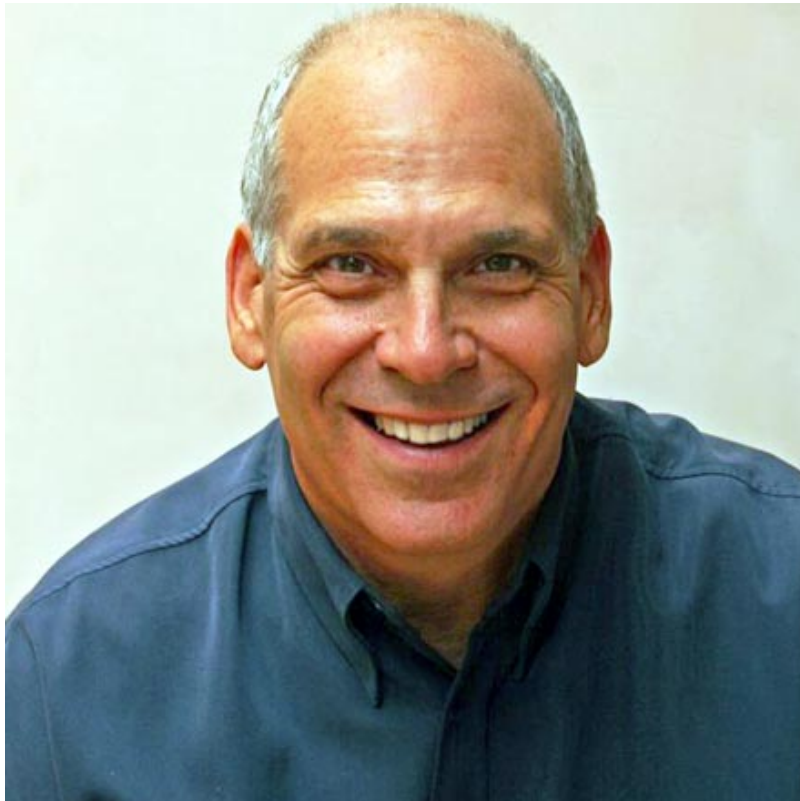
The words we choose, the
questions we ask, and the
metaphors we use to explain
ourselves

are what determine our success in
creating new knowledge

as well as sharing that knowledge
with each other.

Nancy Dixon
Common Knowledge





- Conversations are the way workers discover what they know, share it with their colleagues, and in the process create new knowledge for the organisation.
- In the new economy, conversations are the most important form of work ... so much so that the conversation is the organisation.

Alan Weber, Harvard Business Review

Gurteen Knowledge Cafe



London, September 2002

Global Knowledge Cafés

- I have run them all over the world
- Some interesting cultural experiences
- Format always works
- People love to talk
- Discovered their power



Gurteen Knowledge Café Process



Basic Café Process

- Speaker makes short presentation
- Poses a trigger question
- Small group conversations at tables
- Three rounds of conversation
- Whole group conversation (circle)
- Share actionable insights



Process adapted depending on the purpose of the Café, context, numbers, venue etc

Café Principles

- About a learning conversation (dialogue) – not debate
- Everyone equal; no table leaders; no reporting back
- No one forced to do anything
 - OK to just listen
- People trusted to talk about what is important
 - OK to go off-topic
- People take the real outcomes away in their heads
- Minimal summarization or attempt to reach consensus

Café Outcomes

- Outcomes are what you take away in your head
- Deeper understanding of the issues discussed
- Deeper insight into other people's perspectives
- Better appreciation of your own point of view
- Improved relationships
- Position to make more informed decisions

The Knowledge Cafe



How can we use technology to help better connect us within our organisations?



www.gurteen.com



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