



## Michelle Sharp

### Using Knowledge Management for Performance Improvement



**Michelle Sharp**

#### About Michelle Sharp:

**Michelle Sharp** is President of **Edge Training & Consulting**, a performance-consulting group based in Vancouver. Michelle states, "Edge uses knowledge management as a tool to enhance performance consulting deliverables in all client engagements." She has built a database of over two hundred knowledge management (KM) tools through research and testing. While doing so, she has rationalized the criteria for identifying real KM tools that are useful for enabling clients' performance improvement. As a KM leader, she delivers many presentations, including experiential learning, to Best Practices and Special Interest Groups (SIGs) locally and abroad.

#### About the Session:

Drawing on her practical experiences and filtration of over four million KM resources, **Michelle Sharp** will enable us to answer questions like these:

- Is KM a fad, or is it bigger than anyone expected?
- How do we make tacit and explicit knowledge sharing an everyday event?
- What are some basic steps toward improvements in acquiring, capturing, preserving, and disseminating knowledge?
- How can we enhance our performance improvement objectives/practices through KM disciplines and principles?
- What are the best resources for moving forward in the KM world?

#### Key Facts:

June 17, 5:30 p.m., Room P306, **ICBC Head Office**, 151 W. Esplanade, North Vancouver:

- A security guard will be available at the Esplanade Entrance to direct you.
- If you arrive by Seabus, please ride the escalator up to ICBC and walk north around the blue building to get to the Esplanade Entrance (North Entrance).
- If you drive, you can park under the building. (Pay for parking until 6 p.m.) There is also street parking on Esplanade, First, and Lonsdale.

**Light dinner provided**, 5:30–6 p.m. More networking time at approx. 7:45.

**To register**, call ISPI Voice Mail, **604-878-3484**, or email [Margy.Hayden@ICBC.com](mailto:Margy.Hayden@ICBC.com) with the subject "**ISPI June 17**" by June 13. **Guests \$20 cash or cheque. Members free.**

If you register but become unable to attend, please inform us in the same way.