



Advance Knowledge Networks

ABN 41 060 368 547

Dr Helen Paige

Founder and Principal The Paige Group

Helen is the Principal of the Paige Group which incorporates Advance Knowledge Networks (AKN), Fun.Food.Focus and TimeMaker. The Paige Group's mission is to 'connect people, ideas and processes for success'.

Helen consults Australia-wide and internationally in applied knowledge management, executive and vocational coaching, leadership, change management, entrepreneurial and related activities, and ethics and values. She also undertakes independent chairing and facilitation and is a frequent speaker to a range of public and private sector audiences.

AKN's mission is to 'find creative knowledge pathways for individuals and organisations'.

Helen is also the Founder and Director of TimeMaker – a business concierge service and Fun.Food.Focus, which is a unique training and education process for teambuilding and other corporate training, using 'hands on' cooking and food preparation.

Visit www.thepaigegroup.com.au for details.

Commercial Profile

Academic Board Member, the Acelin Institute of Business

Corporate Member, Student Review Board, AIESEC International

Founding Regional Director, Gurteen Knowledge Café process. Visit www.gurteen.com/gurteen/gurteen.nsf/id/kcafe-adelaide for more details.

Mentor, EDS Business Mentoring Program (since 2001)

Mentor, Business SA - South Australian Youth Entrepreneur Scheme (SAYES)

Specialist Areas

Helen received her EdD (2002) for research in leadership, value and ethics; the knowledge based economy and small business; and evaluating executive coaching as an executive learning tool.

Applied Knowledge Management

Co-ordination and Strategic Business Management

Coaching and Mentoring

Leadership, Chairing, Facilitation and Speaking

Entrepreneurial and Related Activities

Ethics and Values

* Fun.Food.Focus

* TimeMaker

Qualifications

EdD, 2002 (The Flinders University of South Australia)

Graduate Diploma in Legal Practice, 1992 (University of South Australia)

Bachelor of Laws, 1991 (Adelaide University)

MA, Policy and Administration, 1989 (The Flinders University of South Australia)

BA, 1981 (University of South Australia)

Finding creative knowledge pathways for individuals and organisations

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Applied Knowledge Management

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Fun.Food.Focus

TimeMaker

Director
Dr Helen Paige

ACADEMIC PROFILE

University of South Australia

- 2006: *Introduction to Management*, City West and Mawson Lakes Campuses
- 2005: Supervision of PhD student - Topic "Examining Knowledge Management Through a Socio-Network Perspective".

Flinders University of South Australia

- 2002: Advanced Studies in Leaders and Leadership - Educational Doctoral Course
- 2002: Human Resource Management - Master of Education
- 1999-2004: Senior Assessor, Flinders Institute of Public Policy and Management
- 2001-2002: Lecturer-in-Charge, Department of Education.

The University of Adelaide

2003 and part 2004:

- Academic and Strategic Adviser, Education Centre for Innovation and Commercialisation
- Academic Director, Master of Entrepreneurship
- Project Manager, Commercialisation Awareness Program for PhD students - part-time.
- Charles Sturt University (NSW)
- 2002: Senior Lecturer (on-line) - VET-related topics.

International

- 2007: Facilitating Knowledge Cafe, Manila, The Philippines
- 2006: Invited to be Chair of the Japan Australia Business Council (SA) Inc.
- 2005: Lecture to MBA students, School of Management, Leiden University, The Netherlands
- 2005: Lecture to European Professional Women's Network, Amsterdam, The Netherlands
- 2003: Invited to participate as a Learning Team Leader at the Women in Leadership Summit, San Francisco

OFFICES HELD





- Academic Board Member, the Acelin Institute of Business
- Chair, Japan Australia Business Council (SA) Inc. (JABC)
- Member, 2006 Alumni Management Committee, Flinders University
- Invited Member, Flinders Ambassadors in the Community (FACes) Group
- Executive Member, Alumni Association, Flinders University (2003-)
- Appointed Panel Member, Appeals Committee under Statute 6.4: Student Conduct, Flinders University (2004-)


RECENT ASSIGNMENTS

Knowledge Management


- ❖ 2007: Presenting on 'Lawyers Learning to Share; Helping Lawyers Come to Grips with KM', for the Australian Legal Practice Management Association (SA) branch, November, 2007, Adelaide 

- ❖ 2007: Chairing Break out session at the TAFE Marketing Association Conference on 'Shaping the Future: Knowledge Sharing and Creative Insights', November, 2007, Grand Hotel, Glenelg 

- ❖ 2007: Facilitating a K-Cafe with David Gurteen (London), hosted by AMP Sydney, on 'What will be the Impact of Social Tools Within Organisations?', Sydney, October 2007 

- ❖ 2007: Facilitating 2 Knowledge/World Cafe processes for Coffey International Development, October, 2007, Manila, The Philippines 

- ❖ 2007: Facilitating a K-Cafe for The Mawson Centre, Mawson Lakes, August, 2007

- ❖ 2007: Facilitating the K-café on 'how does the "human element" contribute to KM?', Sydney Convention Centre, 23rd July, Sydney 

- ❖ 2007: Facilitating the K-café on 'how to retain corporate knowledge in organisations', Adelaide, May 2007 

- ❖ **2007: Chairing the Encouraging a Knowledge Sharing Culture in Professional Services Conference, February 2007, Sydney**



- ❖ **2006: Conducting Post Conference Master Class - 1-day workshop on 'Understanding the Human Side of KM', 24th November 2006, North Sydney Harbourview Hotel.**



- ❖ **2006: Chairing the 4th Annual Email Management Conference on 'Effectively Managing, Storing and Integrating Email', a Two-day Conference and Workshop 22-24th May 2006, Sydney Marriott Hotel.**



- ❖ **2006: Co-presenting with an on-line training consultant, a series of On-line Sessions, and mentoring, on 'What is Knowledge Management' for Hornsby Ku-ring-gai Community College, New South Wales.**

- ❖ **Presenting Knowledge Café in London for David Gurteen, attended by over 45 people either working in or interested in the area of Knowledge Management in London.**



- ❖ **2006: Devising a process for a Knowledge Management Audit for a South Australian legal firm.**

2006 – Appointed as Regional Director, David Gurteen K-Cafes – Adelaide, Australia

The Adelaide K-Café is the first Gurteen K-Café to be established outside of England and New York. Visit www.gurteen.com/gurteen/gurteen.nsf/id/kcafe-adelaide for more details.

- ❖ **Adelaide University - Education Centre for Innovation and Commercialisation (ECIC) Pilot Program on Commercialisation Awareness for PhD students.**



For this consultancy, AKN developed a pilot program on Commercialisation Awareness for all PhD students across all years and disciplines. This pilot program required AKN to:

- research the area
- analyse similar programs in other states and internationally
- devise the program (in collaboration with a small project committee)
- event manage the entire process (including engagement of presenters)
- chair the six sessions presented across 3 Adelaide University campuses
- evaluate the outcomes using both qualitative and quantitative analysis techniques.



- ❖ **Customised Entrepreneurship Program**

This consultancy consisted of coordinating and managing two related programs - one for students interested in entrepreneurship, the other for PhD coursework students and staff interested in starting their own businesses.

- ❖ **Customised 'How to 'Start Your Own Business' Seminar.**



AKN developed a one-day seminar for staff and students of Adelaide University on business development.

Coordination and Strategic Business Management

International

❖ SME – Fishing Boat Builder wishing to enter International Market in Sri Lanka

This major project with a small boatbuilding business in SA was undertaken in order to prepare the business for presentation of their products to Sri Lankan fishing interests – both public and private.

The project was a substantial three-staged operation which required AKN accompanying the business owner to Sri Lanka and attending pre-arranged meetings with high-level Government agencies and individuals, and private sector boat building interests, as well as AUSTRADE and other potential joint venture partners. The client was offered two potential joint venture opportunities as a direct result of AKN's assistance.

❖ OPAL (Overseas Pharmaceutical Aid for Life)

AKN provided strategic business management advice after being invited by OPAL to work with them and Ernst Young on the development of a water purification proposal after the devastating 2004 tsunami in Sri Lanka.

The project involved AKN providing analysis of various documentation prepared by Ernst Young and World Vision; advising on data gathering processes to be employed in Sri Lanka for customization of data purposes; and working with and advising OPAL as they liaised with Ernst Young, suppliers and World Vision on this project.



Australia

❖ Woods Bagot

AKN undertook research and strategic analysis on and around a specific industry area for the international architects, Woods Bagot



❖ Raw Pearls

AKN is providing strategic business management advice for a business in the luxury goods area. This role has included provision of coaching, staff training and education, recruitment and a range of other strategic services



❖ Adelaide University Education Centre for Innovation and Commercialisation (ECIC)

AKN was engaged by ECIC to assist in the 'start up' phase of its operation by 'working within the system' to assist in cultural change and staff and system development



Leadership

❖ Large Public Transport Provider: Environmental Scan



AKN was invited to join with another consultancy to provide specialist expertise in undertaking an Environmental Scan of the organisation.

The Scan consisted of undertaking a questionnaire with numerous staff across all sections of the organisation, follow-up 'one-on-one' interviews with selected key individuals, and conducting focus groups.

AKN also assisted in designing uniform job and person specifications for the various sections of the organisation. The job and person specifications were prepared in a competency and performance management format, prior to the introduction of a new agency-wide Performance Development Program.

AKN then re-wrote over 130 customised new competency-based job and person specifications across the various 'organisational families' in the agency.

❖ Leadership Development

AKN was again invited to join with the same consultancy to undertake a comprehensive study and evaluation of the leadership development needs of the Transport provider, prior to developing a customised Leadership development Program.

❖ Organisational Change Process

AKN was invited to assist with Stage Three of the change process by reviewing any outstanding job and person specifications; providing managers with one-on-one coaching and support in undertaking performance development sessions; developing a Project Implementation Plan for the organisation; and a whole-of-organisation spread sheet of performance development processes.

Chairing and Facilitation

AKN was invited by an Associate to undertake Chairing and facilitation work for a high level Committee under the auspices of the SA Attorney-General's Department.



AKN acted as the Independent Chair to the Local Government Indigenous Land Use Agreement process (and its two Committees, Side Table and Working Party). As such, AKN was charged with overseeing the conduct and outcomes of these Committees as they sought to progress matters relating to local government and Native Title interests.

AKN was invited by the Strategic Projects Division of the Department of the Premier and Cabinet, South Australian Government, to undertake the planning and facilitation of a Creative Industries Research RoundTable, attended by representatives from the public, private, university and not-for-profit sectors.



The purpose of the RoundTable was to determine the synergy in this area between all interested parties.

AKN was invited by the Julian Burton Burns Trust at the Royal Adelaide Hospital to undertake a Strategic and Business Planning Workshop to assist them in their forward planning.



In particular, the planning sought to clarify the next steps and timing required to formalise the establishment of the Trust and its activities, and to ascertain the human, physical and financial Resources required in order to achieve the objectives of the Trust.

AKN and a colleague were invited by the Vice-Chancellor of Flinders University to undertake a major Strategy and Program Provision Development activity with the Vice-Chancellor and other executive members of the combined University 2006 Management Committee and the Alumni 2006 Management Committee for the forthcoming 40th Anniversary of Flinders University in 2006.



This Strategic Planning process enabled the Joint Committees to gain a clear outcome of what activities could take place, the human and physical resources required for these activities, and expected input from committee members and the University.

Coaching and Mentoring

AKN has undertaken a range of confidential Executive and Vocational Coaching assignments with a number of executive and senior clients from the public, private and not-for-profit sectors.

Entrepreneurial and Related Activities

❖ Research, Development and Coordination Activities

Education Centre for Innovation & Commercialisation

AKN was engaged by ECIC to provide research, development and Coordination expertise during the development of a new Masters in Entrepreneurship course for offer during 2004.

Ethics and Values

AKN has facilitated seminars on Ethics, Values and Principles in organisations. Seminars have been developed and delivered to a number of clients across the public, private and not-for-profit sectors.

PUBLICATIONS

Paige, Helen (2008)
"Knowledge Lessons"
The Advertiser, Executive Call segment, March 15, 2008
<http://www.news.com.au/adelaidenow/story/0,22606,23371795-5014050,00.html>

Paige, Helen (2007)
"Staff Retention Strategies"
The Advertiser, Executive Call segment, November 3, 2007
<http://www.news.com.au/adelaidenow/story/0,22606,22693054-5014050,00.html>

Paige, Helen (2004)
"The Strategic Management of Knowledge - The Potential for Law Firms"
The Law Society Bulletin; Volume 25, No 11, pp 32-34.

Paige, Helen (2002)
"An Exploration of Learning, the Knowledge-Based Economy, and Owner-Managers of Small Bookselling Businesses."
Journal of Workplace Learning; Volume 14, Number 6, pp 233-244.

Paige, Helen (2002)
"Examining the Effectiveness of Executive Coaching on Executives."
International Education Journal; Volume 3, No 2, 2002. (<http://iej.cjb.net>)

Paige, Helen. (2000)
"The Beliefs, Values and Understandings About Leadership Guiding Key Educational Leaders in the Bureaucracy in South Australia."
Australian Journal of Professional and Applied Ethics; Volume 2, Number 2, November 2002, pp 56-71.

RECENT PRESENTATIONS

2007

'Shaping the Future: Knowledge Sharing and Creative Insights', TAFE Marketing Association Conference, Grand Hotel, Glenelg, S.A.

'Learning to Share: Helping Lawyers Come to Grips with KM', Australian Legal Practice Management Association (SA) branch, Adelaide, S.A.

2006

'Is There An Obligation For Individuals and Communities to Entrust Cultural Knowledge for the Future?'- Knowledge Café facilitated at Chelsea and Westminster NHS Trust, London.

2005

'Knowledge Management: Managing Change in an Era of Globalisation' - Lecture to MBA students, School of Management, Leiden University, The Netherlands. Students attending came from Canada, China, Germany, Oman, Indonesia, Lithuania, Nigeria, Taiwan, Thailand, Venezuela, the US, and of course The Netherlands.

'Entrepreneurial Creativity and Knowledge Management' - Lecture to the European Professional Women's Network, Amsterdam, (Women Leading Change at WIN), Amsterdam, The Netherlands.

'Knowledge Management in the Hospitality Industry: Hosting with Mastery' - Lecture to Bachelor of Business (Hospitality Management) and Bachelor of International Hotels Management students, TAFE International Hotel Management School, Adelaide, S.A.

2004

'Leadership at the Cutting Edge' - Practice Management Advisory Committee, Professional Development Series, Law Society of South Australia.

'The Strategic Management of Intellectual Capital and Organisational Knowledge' - Polson HRD

Dinner Group, on 4 different occasions, August, 2004.

'Learnings for Mentoring' - Mentor Familiarisation and Networking Function, South Australian Youth Entrepreneur Scheme, Business SA, August 2004.

2003

Learning Community Leader (invited) - Women in Leadership Summit, San Francisco

'Knowledge Management: Pathway to Business' - 'Starting Out: Starting Up' Seminar, University of Adelaide

'Executive Coaching - Is it Effective or Just Risk Taking?' - Institute of Chartered Accountants in Australia, National Accountants Conference.

'Sentencing Options' Chair and Facilitator - Adelaide Magistrates Conference, Roundtable Discussion

2002

'Describing and Evaluating Executive Coaching' - International Conference, International Coach Federation Inc, Sydney'

'How to be a Strategic Star Performer' - Managing Human Resources in the Public Sector students, Flinders Institute of Public Policy and Management

'Ethics at Work' - Westpac Banking Corporation, Business Seminar for Women.'

'Beliefs, Values, Ethics and Leadership - How? Why? And When?' - Presentation to the Learning Community Group, Centre for Lifelong Learning, Flinders University.