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<th>Time</th>
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<tr>
<td>09:30 - 10:00</td>
<td><em>Plenary Session</em></td>
<td>Nafsika Hotel : Congress Hall</td>
<td>Welcome Addresses</td>
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<td></td>
<td><strong>Haridimos Tsoukas</strong></td>
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<td>The George D. Mavros Research Professor of Organization and Management, ALBA, Greece and Professor of Organization Theory and Behaviour, University of Strathclyde, UK</td>
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<td><strong>Nikolaos Mylonopoulos</strong></td>
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<td>Assistant Professor of Information Systems, ALBA, Greece</td>
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<td><strong>Nickolaos Travlos</strong></td>
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<td>The Kitty Kyriacopoulos Chair in Finance, Dean, ALBA, Greece</td>
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<tr>
<td>10:00 - 10:50</td>
<td><em>Plenary Session</em></td>
<td>Nafsika Hotel : Congress Hall</td>
<td>Distinguished Guest Speaker</td>
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<td><strong>Sustainable Development 2010: The Way Towards the Knowledge Society</strong></td>
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<td><strong>Akis Tsochatzopoulos</strong></td>
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<td><strong>Chair: Haridimos Tsoukas</strong></td>
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<td>ALBA, Greece &amp; University of Strathclyde, UK</td>
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<td>10:50 - 11:50</td>
<td><em>Plenary Session</em></td>
<td>Nafsika Hotel : Congress Hall</td>
<td>Keynote Address</td>
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<td><strong>Double-Loop Learning and Implementable Validity</strong></td>
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<td><strong>Chris Argyris</strong></td>
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<td><strong>Chair: Haridimos Tsoukas</strong></td>
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<td>12:10 - 13:00</td>
<td><em>Plenary Session</em></td>
<td>Nafsika Hotel : Congress Hall</td>
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</table>
Keynote Address

The Knowledge-Based View of the Firm: A Review and Appraisal

**Howard Thomas**
Professor of Management; Dean, Warwick Business School, University of Warwick, UK

**John McGee**
Professor of Strategy, Warwick Business School, University of Warwick, UK

**Chair: Antreas Athanassopoulos**
Associate Professor of Service Operations Management, ALBA & Marketing Director, PIRAEUS BANK, Greece

Friday 5 April, 14:30 - 15:20

Keynote Address

Knowledge in Theories of Adaptation and Innovation: Operationalizing Knowledge in Evolutionary Economics

**Arie Y. Lewin**
Professor of Business Administration, Professor of Sociology and the IBM Research Fellow, Fuqua School of Business, Duke University, USA

**Silvia Massini**
UMIST School of Management, USA

**Chair: Jacky Swan**
University of Warwick, UK

Friday 5 April, 15:30 - 17:00

Practitioners' Track

Instilling a Knowledge - Sharing Culture

**Heather Smith**
Queen's University, Canada

**James McKeen**
Queen's University, Canada

Knowledge Creation and Transfer Across Organizational Boundaries and Mindsets: Cross-Functional Teamwork in Functional Organizations.

**Joan L. Slepian**
USA

**Nancy Koos**
USA
Developing the Knowledge - Developing Knowledge.

Jan Eivind Danielsen  
SINTEF Industrial Management, Norway

Chair: Harry Meintassis  
HAYGROUP HELLAS S.A., Greece

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Practitioners' Track  
Nafsika Hotel : Banquet A

Champions of Knowledge Management: Towards a Framework of Chief Knowledge Officer (CKO) Effectiveness.

Stefen Raub  
University of Geneva, Switzerland

Charles-Clemens Ruling  
Groupe ESC Grenoble, France

A Small Company KM Evaluation.

Richard Bellaver  
Ball State University, USA

Analyzing Intraorganizational Knowledge Management.

Eerikki Maki  
Helsinki University of Technology, Finland

Eila Jarvenpaa  
Helsinki University of Technology, Finland

Chair: Hippocrates Apergis  
Metron Management Consultants Ltd, Greece

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Organisational Learning  
Nafsika Hotel : Banquet B

Learning from the Past to Compete for the Future: Learning Histories as a Performative Intervention

Karen Ayas  
Erasmus University Rotterdam & Society for Organizational Learning, The Netherlands

The Success Trap in Organizational Learning: Cognitive and Political Explanations

Steinar Askvik  
University of Bergen, Norway

Bjarne Espedal  
Norwegian School of Economics & Business Administration, Norway

Learning Orientations in Relational Learning.

Josefa Ruiz Mercader  
Universidad de Murcia, Spain

Juan Gabriel Cegarra - Navarro  
Universidad de Murcia, Spain
Complements or Substitutes?: Organization & Project Team Strategies For Developing The Capability to Mobilize & Create New Knowledge

C. Annique Un
Alvaro Cuervo-Cazurra
Cornell University, USA
University of Minnesota, Carlson School of Management, USA


Panagiotis Damaskopoulos
INSEAD, France

Knowledge Creation and Industry Cluster Learning

Valerie Lindsay
The University of Auckland, New Zealand

Chair: Sue Newell
University of London, UK

Managing Knowledge in Weakly-Structured Administrative Processes.

Giorgos Papavassiliou
Spyridon Ntioudis
Gregoris Mentzas
Andreas Abeck
National Technical University of Athens, Greece
National Technical University of Athens, Greece
National Technical University of Athens, Greece
DFKI GmbH, Germany

The Impact of the Knowledge Base on the Performance of Agents and Organizations.

Andreas Mild
Vienna University of Economics & Business Administration, Austria

Learning from MIS-Ventures: MIS Research as a Narrative Web

John Monin
Nanette Monin
Massey University, New Zealand
Massey University, New Zealand
Chair: Meliha Handzic  
University of New South Wales, Australia

Knowledge Strategies, Organisational Competencies and Competitive Advantage

Arion Hotel: Tropical

Going Beyond the Resources Given: A Structurationist View on Knowledge and Strategic Management

Stephan Duschek  
Free University, Germany

Albrecht Becker  
Free University, Germany

Elisabeth Brauner  
Humboldt-University in Berlin, Germany

Towards a New Knowledge Management Strategy for Organisational Learning: Enhancing Social Dynamics With ICT Capabilities.

George Tsekouras  
University of Brighton, UK

Despina Kannelou  
University of Brighton, UK

Knowledge, Learning, and Capabilities in Franchise Organizations.

Ye-sho Chen  
Louisiana State University, USA

Chair: Jacky Swan  
University of Warwick, UK

Organizational Culture as a Knowledge Repository for Increased Innovative Capacity

Parminder Singh Sahota  
Cranfield University, UK

Mark Lemon  
Cranfield University, UK

An Exploratory Study on Employee Roles as Determinants of Organizational Learning and Innovation: The Australian Experience

Rae Dorai  
Australian Graduate School of Entrepreneurship, Australia

Adela McMurray  
Swinburne University of Technology, Australia

Improving the Feedback Loops Between the Knowledge Business and the Core Business

Mattias Strand  
University of Skovde, Sweden

Eva Soderstrom  
University of Skovde, Sweden
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<td><strong>Learning Firm Specific Knowledge and Skills: Conceptual Issues and Empirical Results.</strong></td>
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<td><strong>Erik Doving</strong></td>
<td>Norwegian School of Economics and Business Administration, Norway</td>
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<td><strong>Odd Nordhaug</strong></td>
<td>Norwegian School of Economics and Business Administration, Norway</td>
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<td><strong>Training Programs as Instrument of Knowledge Transfer in Banking Offices. A Model Tested in BCH (1991-1998).</strong></td>
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<td><strong>Irene Martín Rubio</strong></td>
<td>Universidad Carlos III de Madrid, Spain</td>
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<td><strong>Contested Learning and Innovation in Corporate Change Programmes.</strong></td>
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<td><strong>Terry McNulty</strong></td>
<td>University of Leeds, UK</td>
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<td>Chair: Maxine Robertson</td>
<td>University of Warwick, UK</td>
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<td>Acquiring, Sharing and Transferring Knowledge</td>
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<td><strong>Trust &amp; Conflict within Knowledge-Intensive Environments: The Case of Virtual Inter-Organizational Arrangements</strong></td>
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<td><strong>Niki Panteli</strong></td>
<td>University of Bath, UK</td>
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<td><strong>Siva Sockalingam</strong></td>
<td>Glasgow Caledonian University, UK</td>
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<td><strong>The Institutional Limits to Diffusion of Knowledge: A Comparative Study Study of Three Japanese MNCs in the UK</strong></td>
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<td><strong>Ayse Saka</strong></td>
<td>University of Groningen, The Netherlands</td>
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<td><strong>Transfer of Organizational Learning Practices</strong></td>
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<td><strong>Jacky Hong</strong></td>
<td>University of Macau, China</td>
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<td><strong>Chair: Rita Mano-Negrin</strong></td>
<td>University of Haifa, Israel</td>
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<tr>
<td>Explorations of Organisational Knowledge</td>
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**Conceptualising Organizational Knowledge as Collective Tacit Knowledge: A Model of Redescription**

*Juani Swart*  
*Cranfield University, UK*

*Annie Pye*  
*University of Bath, UK*

**Mundane Knowledge Management and Micro-Level Organizational Learning: An Ethological Approach**

*Elisabeth Davenport*  
*School of Computing, Napier University, UK*

*Hazel Hall*  
*School of Computing, Napier University, UK*

**Sociopragmatic Constructivism: A Research Agenda for Knowledge Management in Learning Organizations**

*Boris Wyssusek*  
*Technical University Berlin, Department of Computer Science, Germany*

*Martin Schwartz*  
*Technical University Berlin, Department of Computer Science, Germany*

*Hermann Krallmann*  
*Technical University Berlin, Department of Computer Science, Germany*

**Chair: Ursula Schneider**  
*Karl Franzens University Graz, Austria*  

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**Collective Tacit Knowledge: Corporate Universities and the Limits to Virtuality**

*Scott Taylor*  
*Open University Business School, UK*

*Tim Ray*  
*Open University Business School, UK*

**Knowledge Management in a University Department**

*Mette Monsted*  
*Copenhagen Business School, Denmark*

**Knowledge Management Employed by Firms: A Study of the Indonesian Construction Contractors**

*Jane Sekarsari Tamtana*  
*Trisakti University, Indonesia*

**Chair: Simon Collinson**  
*The University of Warwick, UK*

Friday 5 April, 17:30 - 19:30
### Practitioners' Track

**Nafsika Hotel : Congress Hall**

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<th>Title</th>
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<tr>
<td><strong>The Knowledge Strategy Within a Business Context.</strong></td>
<td><strong>Christine Rollo</strong></td>
<td>University of Technology, Sydney, Australia</td>
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<tr>
<td><strong>The Role of Knowledge in Developing a Capability-led Acquisition Process.</strong></td>
<td><strong>Dorian Mark Notman</strong></td>
<td>Cranfield University, UK</td>
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<tr>
<td><strong>A Strategic Pretext for Knowledge Management.</strong></td>
<td><strong>Michael Zack</strong></td>
<td>Northeastern University, USA</td>
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<td><strong>The PROMOTE® approach: Modelling Knowledge Management Processes to Describe Organisational Knowledge Systems</strong></td>
<td><strong>Georgios Stefanidis</strong></td>
<td>BOC-Athens Ltd., Greece</td>
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<td><strong>Dimitris Karagiannis</strong></td>
<td>University of Vienna, Austria</td>
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<td><strong>Robert Woitsch</strong></td>
<td>BOC-ITC Ltd., Austria</td>
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**Practitioners' Track**

**Nafsika Hotel : Banquet A**

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<tr>
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<tr>
<td><strong>Organizational Learning of Business Relationship Value by Means of Causal Mapping.</strong></td>
<td><strong>Tatiana Bouzdine-Chameeva</strong></td>
<td>Bordeaux Business School, France</td>
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<td><strong>Francois Durrieu</strong></td>
<td>Bordeaux Business School, France</td>
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<td><strong>Tibor Mandjak</strong></td>
<td>Bordeaux Business School, France</td>
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<td><strong>The Effects of Newly Developed, State-Of-The-Art Information and Communication Technologies on Organisational Learning (to learn) Processes.</strong></td>
<td><strong>Harry Boer</strong></td>
<td>Aalborg University, Denmark</td>
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<td><strong>Kostas Seferis</strong></td>
<td>I2S SA, Greece</td>
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<td><strong>Leadership Mechanisms for Enabling Learning Within Project Teams.</strong></td>
<td><strong>Tim Kotnour</strong></td>
<td>University of Central Florida, USA</td>
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<td><strong>Mirja Hjelm</strong></td>
<td>University of Central Florida, USA</td>
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<td><strong>Chair:</strong> <strong>Hippocrates Apergis</strong></td>
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<td>Metron Management Consultants Ltd, Greece</td>
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### Organisational Learning

#### Managerial Action on Improving Learning Behaviour in Product Innovation Processes

**Jose Gieskes**  
University of Twente, The Netherlands

#### Learning and Change in Interorganizational Networks: The Case for Network Learning and Network Change

**Louise Knight**  
University of Bath, UK  
**Annie Pye**  
University of Bath, UK

#### Knowledge Gaps, Brokering & Learned Ignorance: The Novo Way of Management.

**Claus Rerup**  
University of Pennsylvania, USA

**Chair: Gabriele Lakomski**  
The University of Melbourne, Australia

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### Knowledge Creation and Organisational Innovation

#### Knowledge Conversion Abilities and Knowledge Creation and Innovation: A New Perspective on Team Composition

**Jia-Chi Huang**  
Soochow University, Taiwan

**Sy-Fong Wang**  
Soochow University, Taiwan

#### Creating Knowledge for Sustainability: Using SSM for Knowledge Environments and Conceptualising Technological Interventions

**Will Venters**  
London School of Economics and Political Sciences, UK

**Mike Cushman**  
London School of Economics and Political Sciences, UK

**Tony Cornford**  
London School of Economics and Political Sciences, UK

#### The Knowledge - Creation Process: A Critical Examination of the SECI Model

**Gregorio Martin de Castro**  
Complutense de Madrid University, Spain

**Pedro Lopez Saez**  
Complutense de Madrid University, Spain

**Fernando Enrique Garcia Muina**  
Rey Juan Carlos University, Spain
**Chair: Sue Newell**  
University of London, UK

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**Information Technologies and Knowledge Management**  
Arion Hotel : Bridge

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**Process - Orientation in Knowledge Management: Using Graphical Models for Knowledge Exchange.**

**Katja Pook**  
University of Heidelberg, Germany

**Peter Reimann**  
University of Heidelberg, Germany

**Learning Cycles, Organizational Back Talk, and the Persistence of Theories in Use: Lessons of Information Systems Development in a University Administration Context.**

**Ari Heiskanen**  
University of Oulu, Finland

**Pauli Assinen**  
University of Helsinki, Finland

**Knowledge Sharing in Heterogeneous Groups: An Empirical Study of IT-Support For Sharing Better Practices.**

**Jorgen Bansler**  
Technical University of Denmark, Denmark

**Erling Havn**  
Technical University of Denmark, Denmark

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**Chair: Meliha Handzic**  
University of New South Wales, Australia

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**Knowledge Strategies, Organisational Competencies and Competitive Advantage**  
Arion Hotel : Tropical

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**Reflections on Learning, Organization and Capabilities in the Creative Industry-Notes on the Music Industry.**

**Hans Siggaard Jensen**  
Learning Lab Denmark, Denmark

**Lars Frederiksen**  
Learning Lab Denmark, Denmark

**Michael Dawids**  
Learning Lab Denmark, Denmark

**To Explore or Exploit: A Test of Organizational Learning at the Corporate & Business Unit Level**

**Dave Ulrich**  
University of Michigan Business School, USA

**Constance James**  
Pepperdine University, USA

**Joseph Wayne Brockbank**  
University of Michigan Business School, USA

**Performance Evaluation of Research Joint Ventures: An Organizational Learning**
Perspective.

Juan Acosta
Universidad de La Laguna, Instituto de Empresa, Spain

Elena Revilla
Instituto de Empresa, Spain

Joseph Sarkis
Clark University, USA

Chair: Jacky Swan
University of Warwick, UK

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The Journal of Management Studies
Doctoral Colloquium
Arion Hotel: Aethrio

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Knowledge Management and Public Organizations: How well does the coat fit?
The case of Greece

Nikos Michalopoulos
Ministry of Interior, Greece

Alexandros Psychogios
University of Warwick, UK

Transforming Knowledge Creation on the Shop Floor

Heli Ahonen
University of Helsinki, Finland

Maybe Bacon had a Point: Knowledge and Power in Collaborative Inter-Organisational Activities

Nick Marshall
CENTRIM, University of Brighton, UK

Jeanette Rollinson
CENTRIM, University of Brighton, UK

New Directions for the Researching and Conceptualising of Organisational Learning and the Management of Knowledge

Lory Nielsen
University of Auckland, New Zealand

Chris Akroyd
University of Auckland, New Zealand

Chair: Fran Ackermann
Strathclyde University, UK

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Managing Knowledge and the Problem of Commitment.

Donald Hislop
University of Sheffield, UK

Overlooked Psychological Aspects of Organizational Knowledge & Organizational Learning
Kurt Parkum
The Pennsylvania State University, USA

Knowledge at Work: Tensions in Transforming People into Data in Call Centres

Catrina Alferoff
Keele University, UK
David Knights
Keele University, UK

Chair: Maxine Robertson
University of Warwick, UK

Acquiring, Sharing and Transferring Knowledge

Arion Hotel: Pegasus

Communities of Practice Re-examined: From Isolated Innovation Islands to the Business Mainland

Harri Happonen
Metso Automation, Finland

From A Clash Of Cultures To Developing Communities Of Practice: Managing Problematic Inter-Organisational Learning Relationships.

Karen Legge
WBS, Warwick University, UK
Bridgette Sullivan-Taylor
WBS, Warwick University, UK

Social-Organizational Knowledge and Managerial Decision-Making

X.T. Wang
University of South Dakota, USA
Katherine Xin
Hong Kong University of Science and Technology, Hong Kong

Chair: Rita Mano-Negrin
University of Haifa, Israel

Explorations of Organisational Knowledge

Club House: Ground Floor

The Dialogic Imagination of Practice; On Formation of Collective Meaning in Organizations

Arne Carlsen
Norwegian University of Science and Technology, Norway
Grete Sen
Norwegian University of Science and Technology, Norway

If Knowledge is Everything, Maybe it is Nothing: Reconsidering Organizational Knowledge

Georg Schreyoegg
Freie Universitaet Berlin, Germany
Daniel Geiger  
Freie Universitaet Berlin, Germany

The emergence of Learning Communities: A Conceptual Analysis

Irma Bogenrieder  
Rotterdam School of Management, The Netherlands

Bart Nooteboom  
Rotterdam School of Management, The Netherlands

Chair: Ursula Schneider  
Karl Franzens University Graz, Austria

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Practices of Managing Knowledge  
Club House: First Floor

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Configurations of Knowledge Management Practices: Three Ideal Types

William Glick  
Arizona State University, USA

Conceptualizing and Exploring the Second Level Effects of ISO 9000

Andrew Schenkel  
Stockholm School of Economics, Sweden

Knowledge Management And Organizational Structure: The Case Of Cebeco-Handelsraad

Michael Cook  
University of Missouri-Columbia, USA

Constantine Iliopoulos  
National Agricultural Research Foundation, Greece

Fabio Chaddad  
University of Missouri, USA

Chair: Simon Collinson  
The University of Warwick, UK

Saturday 6 April, 09:00 - 09:50

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Plenary Session  
Nafsika Hotel: Congress Hall

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Keynote Address

An Epistemological Perspective on Organizations and Innovation - How Can Organizations Afford Knowing?

John Seely Brown  
Chief Scientist, Xerox Corporation; Chief Innovation Officer, 12 Enterpreneuring, USA

Chair: Harry Scarbrough  
University of Warwick, UK

Saturday 6 April, 10:00 - 11:30

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Practitioners' Track  
Nafsika Hotel: Congress Hall
Panel Discussion

Knowledge Management and Public Policy

**Yiannis Caloghirou**  
Secretary General for Industry, Ministry of Development, Greece

**George Papaconstantinou**  
Secretary for the Information Society, Ministry of National Economy, Greece

**Erastos Filos**  
Scientific Co-ordinator, IST Program - Key Action Two, European Commission, Belgium

**Billy McGilvray**  
Scottish Enterprise Network, UK

**Chair: Spyros Lioukas**  
Athens University of Economics and Business, Greece

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### Practitioners' Track

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| Comprehensive Knowledge Management - A New Programme in Post Graduate Education. | Richard Pircher  
Donau-Universitat Krems, Austria |
| Turning the Prism: Three Explorations of Knowledge Management Through Networks and Communities of Practice. | David Haedtler  
Best Practices, USA  
Susan Ruth  
Cambridge Energy Research Associates, Belgium  
Carol Sawyer  
University of La Verne, USA |
| Knowing What To Manage: The Development and Application of a Knowledge Management Scan. | Bart van den Hooff  
University of Amsterdam, The Netherlands  
Jan de Ridder  
University of Amsterdam, The Netherlands  
Joost Vijvers  
O&i Management Partners, The Netherlands |

**Chair: Hippocrates Apergis**  
Metron Management Consultants Ltd, Greece

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### Organisational Learning

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| Linking the Management of Legitimacy and the Learning Process: Evidence from a Case Study. | Suzanne Beaulieu  
Universite de Sherbrooke, Canada |
Mario Roy
Universite de Sherbrooke, Canada

Learning as Space: Implications for Organisational Learning

Elena Antonacopoulou
Manchester Business School, University of Manchester, UK


Madelon Evers
University Nyenrode, The Netherlands

Chair: Karen Ayas
Erasmus University Rotterdam & Society for Organizational Learning, The Netherlands

Knowledge Creation and Organisational Innovation
Arion Hotel: Conference Hall

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Knowledge Creation Across Boundaries: Innovative Work in Software Development

Anca Metiu
INSEAD, France

Using Time and (Social) Space when Trying to Innovate

Rene Bouwen
University of Leuven, Belgium
Bart Van Looy
University of Leuven, Belgium
Koenraad Debackere
University of Leuven, Belgium


Ramkrishnan (Ram) Tenkasi
Benedictine University, USA

Chair: Will Venters
London School of Economics and Political Sciences, UK

Information Technologies and Knowledge Management
Arion Hotel: Bridge

Effects of Enhanced and New Corporate Technological Knowledge in Responding to Technological Change.

P. SubbaNarasimha
St. Cloud State University, USA

Kostas Samiotis  
Angeliki Poulymenakou  
George Doukidis  
Athens University of Economics & Business, Greece

Exploring the Reality of Knowledge Management Systems: A Case Study.

Tom Butler  
University College Cork, Ireland

Chair: Gregoris Mentzas  
National Technical University of Athens, Greece

Knowledge Strategies, Organisational Competencies and Competitive Advantage  
Arion Hotel: Tropical

Strategic Planning as a Learning Process, Its Effect on Planning Effectiveness & Business Unit Performance - Empirical Evidence from a German Study

Utz Schaffer  
Bianca Willauer  
European Business School, Germany  
Otto Beisheim Graduate School of Management, Germany

Relating Knowledge Management to Business Strategy by Means of an Activity Theory Framework.

Helen Hasan  
University of Wollongong, Australia


Tony McGuinness  
Barrie Oxtoby  
School of Management and Business, University of Wales Aberystwyth, UK  
School of Management and Business, University of Wales Aberystwyth, UK

Chair: Rafael Andreu  
IESE Business School, University of Navarra, Spain

Structural Effects on Inter-Unit Knowledge Sharing: The Role of Coordination
under Different Knowledge Sharing Needs

Annick Willem University of Leicester, UK
Harry Scarbrough University of Warwick, UK

The Implications of Different Models of Social Relations for Understanding Knowledge Sharing

Niels Ingvar Boer Erasmus University Rotterdam, The Netherlands
Peter J. van Baalen Erasmus University Rotterdam, The Netherlands
Kuldeep Kumar Florida International University, USA

Knowledge Sharing and Distributed Cognition in Industrial Research

J.J. (Hans) Berends Eindhoven University of Technology, The Netherlands

Chair: Fran Ackermann Strathclyde University, UK

Human Resources, Knowledge Work and Knowledge Management Arion Hotel: Banquet Arion

The Power of Communities of Practice for Subverting Organisational Change.

Karin Breu Cranfield School of Management, UK
Christopher Hemingway Cranfield School of Management, UK

Organisational Restructuring - The Case of the Learning Organisation: Contradiction or Necessity?

Harvey Griggs Central Queensland University, Australia

Examining the Relationship between Learning Organization Dimensions & Change Adaptation, Innovation as well as Organizational Performance.

Constantine Kontogiorghes Oakland University, USA
Susan Awbrey Oakland University, USA
Pamela Feurig Oakland University, USA

Chair: Birgit Jevnaker Norwegian School of Management BI, Norway

Acquiring, Sharing and Transferring Knowledge Arion Hotel: Pegasus

Knowledge Networks - An Integrated Approach to Managing Explicit & Implicit Knowledge
**Explorations of Organisational Knowledge**

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<th>Name</th>
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<tr>
<td><strong>Lee Soonmook</strong></td>
<td>Sungkyunkwan University, Republic of Korea</td>
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<td><strong>Pi-Sheng Deng</strong></td>
<td>California State University, Stanislaus, USA</td>
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<tr>
<td><strong>Eleftherios Tsacle</strong></td>
<td>California State University, Stanislaus, USA</td>
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**A Market-Based Computational Approach to Knowledge Acquisition for Organizational Learning**

**Knowing as an Activity: Implications for the Film Industry and Semi-Permanent Work Groups**

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<tr>
<td><strong>Helen Blair</strong></td>
<td>University of London, UK</td>
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<td><strong>Maria Daskalaki</strong></td>
<td>University of London, UK</td>
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**Chair: Alexandros Kyrtis**  
University of Athens, Greece

**Practices of Managing Knowledge**

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<td><strong>Patricia Ordonez de Pablos</strong></td>
<td>University of Oviedo, Spain</td>
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**Towards an Understanding and Conceptualization of Knowledge Managing in**
Inter-Organizational Networks

Sven Carlsson  
Jonkoping University, Sweden

Knowledge Management in the NHS. A Survey of Knowledge-Based Practice at Nottinghamshire Healthcare NHS Trust

David Rogers  
R&D Office, Nottinghamshire Healthcare NHS Trust, UK

Christine Milburn  
R&D Office, Nottinghamshire Healthcare NHS Trust, UK

Chair: Carmelo Mazza  
IESE Business School, Spain

Saturday 6 April, 12:00 - 13:00

Panel Discussion

Knowledge Management and the Management of Human Resources

Yvonne Shayegan  
Managing Director, SHAYEGAN INNOVATION, UK, UK

Irini Tzanetou  
Human Resources Director, DELTA HOLDING S.A., Greece

Cynthia Coutsoumari  
Human Resources Director, International Operations, TITAN CEMENT Co. S.A., Greece

Chair: Chris Amiralis  
Vice Chairman & Managing Director, HAYGROUP HELLAS S.A., Greece

The Tangible Value of Knowledge Workers: A Value Mapping Approach to Assessing Knowledge Assets in Organizations

Juan Rogers  
Georgia Institute of Technology, USA

Barry Bozeman  
Georgia Institute of Technology, USA


Patricia Ordonez de Pablos  
University of Oviedo, Spain

Chair: Hippocrates Apergis  
Metron Management Consultants Ltd, Greece
### Organisational Learning

**Exploring: Dialogue, Deliberation & Communicative Action**

**Roland Calori**
E.M.LYON Graduate School of Management, France

**Leif Melin**
Jonkoping International Business School, Sweden

**Organizational Learning & Communities of Practice: A Social Constructivist Perspective.**

**Marleen Huysman**
Vrije Universiteit Amsterdam, The Netherlands

**Chasing, Pacing or Drifting? Organizational Knowledge & Management in Consulting Engineering Organisational Knowledge and Management in Civil Engineering**

**Christian Koch**
Technical University of Denmark, Denmark

**Chair: Karen Ayas**
Erasmus University Rotterdam & Society for Organizational Learning, The Netherlands

### Knowledge Creation and Organisational Innovation

**Social Capital & Knowledge Creation in an ERP Project Team: Unintended Incapacitating Consequences of Social Capital**

**Sue Newell**
University of London, UK

**Carole Tansley**
Nottingham Business School, UK

**Jimmy Huang**
Nottingham University Business School, UK

**Interaction of Social Capital with Organizational Diversity in Knowledge Creation and Learning in the Workplace**

**Shobha Ramanand**
Michigan State University, USA

**Michael Moore**
Michigan State University, USA

**John Schweitzer**
Michigan State University, USA

**Chair: Will Venters**
London School of Economics and Political Sciences, UK

### Information Technologies and

**Arion Hotel : Conference Hall**
Knowledge Management

Knowledge Hyperstories: The Use of ICT Enhanced Storytelling in Organizations.

*Emil Andre Royrvik*  
SINTEF Industrial Management, Dpt. Knowledge & Strategy, Norway

*Arne Lindseth Bygdas*  
SINTEF Industrial Management, Dpt. Knowledge & Strategy, Norway

Navigating Knowledge - A Case Study of the Introduction of GPS to a Dublin Taxi Firm

*Carolin Grampp*  
University College Dublin, Ireland

*Maeve Houlihan*  
University College Dublin, Ireland

*Paul McGrath*  
University College Dublin, Ireland

Chair: *Gregoris Mentzas*  
National Technical University of Athens, Greece

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<tr>
<th>Knowledge Strategies, Organisational Competencies and Competitive Advantage</th>
<th>Arion Hotel: Tropical</th>
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</table>

How Do Firms Develop the Capabilities to Mobilize and Create New Knowledge?: Insights from Comparative Case Studies.

*C. Annique Un*  
Cornell University, USA

Organizational Knowledge and Learning in the Context of the Knowledge-Based Economy: Networks as a Source of Learning and Contacts in the Multimedia Sector.

*Diane-Gabrielle Tremblay*  
Tele-universite, Montreal, Canada

Chair: *Rafael Andreu*  
IESE Business School, University of Navarra, Spain

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<th>The Journal of Management Studies Doctoral Colloquium</th>
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The Competitive Factor in Knowledge Sharing Networks

*Maura Soekijad*  
Delft University of Technology, The Netherlands

A Poststructural Reading of Knowledge Sharing in a University Restructuring
**Process**

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<tr>
<th>Dubravka Cecez-Kecmanovic</th>
<th>University of Western Sydney, Australia</th>
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<td>Cate Jerram</td>
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<td>Lesley Treleaven</td>
<td>University of Western Sydney, Australia</td>
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**Chair:** Fran Ackermann  
Strathclyde University, UK

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**Human Resources, Knowledge Work and Knowledge Management**  
Arion Hotel : Banquet Arion

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**What Holds Firms Together: Social Capital in Organizations.**

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<tr>
<th>Helga Wild</th>
<th>WestEd, USA</th>
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**Top Management Team Social Capital, Tacit Knowledge and the Internationalization of the Multinational Corporation.**

<table>
<thead>
<tr>
<th>Nicholas Athanassio</th>
<th>Northeastern University, USA</th>
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<tr>
<td>Martha Maznevski</td>
<td>IMD - International Institute for Management Development, Switzerland</td>
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</table>

**Chair:** Birgit Jevnaker  
Norwegian School of Management BI, Norway

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**Acquiring, Sharing and Transferring Knowledge**  
Arion Hotel : Pegasus

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**Sharing Knowledge in Integrated Product Development**

<table>
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<tr>
<th>Paul Hong</th>
<th>University of Toledo, USA</th>
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<td>William Doll</td>
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<tr>
<td>Abraham Nahm</td>
<td>University of Wisconsin-Eau Claire, USA</td>
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**Facilitating Knowledge Sharing through Interaction Research**

<table>
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<tr>
<th>Birgit Renzl</th>
<th>University of Innsbruck, Austria</th>
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**Chair:** Niki Panteli  
University of Bath, UK

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**Explorations of Organisational Knowledge**  
Club House : Ground Floor

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**Types of Organizational Rules, Knowledge Management and Organizational**
Learning

Nathalie Richebe  
Audencia Nantes.Ecole de management, France

Mohammed Bensaid  
Universite de Tanger, France

Tacit Knowledge, Tacit Knowing or Behaving?

Stephen Gourlay  
Kingston Business School, UK

Chair: Alexandros Kyrtsis  
University of Athens, Greece

Practices of Managing Knowledge

Know what I mean? Nudge, nudge, wink wink. The implications of linguistic variance in knowledge management on the client-consulting relationship

Roger Hammond  
Knowledgeable Transitional Services, UK

Knowledge Management and "Organizational Memory" - Rememberance and Recollection in a Knowledge - Intensive Firm

Dan Karreman  
Lund University, Sweden

Chair: Carmelo Mazza  
IESE Business School, Spain

Saturday 6 April, 14:30 - 15:20

Plenary Session

Nafsika Hotel : Congress Hall

Keynote Address

Customer Relationship Management in a Networked World

Soumitra Dutta  
The Roland Berger Chair of e-Business and Information Technology; Dean of Technology and e-Learning; Director, eLab@INSEAD; INSEAD, Visiting Professor, ALBA, France

Chair: Nikolaos Mylonopoulos  
ALBA, Greece