



Enhancing KCS Roles Team Meeting Agenda

Online: 9 am to 1 pm PDT, 13-14 May 2020

One of the most important things we can do to sustain interest in KCS is to provide knowledge workers visibility to the impact their KCS work is having. As we think about the evolution of KCS, an opportunity is emerging to enhance the KCS roles of Coach and Knowledge Domain Expert.

DAY 1: Wednesday, May 13

- 9:00 Welcome and Introductions - *Kelly Murray, Consortium for Service Innovation*
- 9:45 Setting the Context: What We Know So Far - *Kelly Murray, Consortium for Service Innovation*
- 10:30 Break
- 10:45 Member Experience: Implementing Coaching at F5 - *Kendall Brennaise and Adam Hansen, F5 Networks*
- 11:30 Member Experience: Coaching at Chick-fil-A - *Lyndsay Kinyon, Chick-fil-A*
- 12:00 Break
- 12:15 Group Discussion - *Led by David Kay, DB Kay & Associates*
- AQI (CSC) as a helpful tool: how important is it? Who does it? How do we use it to provide feedback?
 - Assessing the performance of coaches?
- 1:00 Adjourn

DAY 2: Thursday, May 14

- 9:00 Welcome Back - *Kelly Murray, Consortium for Service Innovation*
- 9:15 Rethinking Knowledge Domain Analysis - *Jennifer Crippen, DB Kay & Associates*
- 10:00 Introducing the Knowledge Domain Analysis Guide - *Kelly Murray, Consortium*
- 10:30 Break
- 10:45 Member Experience: KDE Activities - *An interview with Erik Dick, KDE at Geotab*
- 11:15 Measuring Self-Service Success - *Arnfinn Austefford, Consortium for Service Innovation*
- 11:45 Break
- 12:00 Group Discussion, Summary, & Wrap Up
- KDEs and bridge building to other parts of the org: how are people facilitating this?
- 1:00 Adjourn