

TYPES, TRACKS, AND TOPICS – APQC 2025 CONFERENCE CALL FOR PRESENTATIONS / SPEAKERS

All sessions, regardless of type, should be interactive and give the opportunity for participation.

- Build in participant engagement throughout (brief exercise, table talk, Q&A, polling, etc.) to make your session learner centric.
- Balance your talk time with the application of transferable skills and usable techniques and tools.
- Vendors or consultants should submit only with a practitioner co-presenter.
- Broad, academic, or motivational topics must be specifically related to helping the audience of knowledge management and process management professionals solve relevant business problems.
- Submit your story based on where you are currently with the understanding that you will have the opportunity to update your session information prior to the conference.

SESSION TYPE DESCRIPTIONS

Share Your Organization’s Knowledge and/or Process and Performance Management (KM/PPM) Improvement Story

Has your organization done something interesting, inspiring, or innovative in knowledge management (KM) and/or process and performance management (PPM) that others could learn from?

- Showcase your success, share lessons learned, and get feedback from your peers.
- Talk about how you developed or evolved your KM/PPM strategy or program or concentrate on a particular KM/PPM project, approach, or technology implementation.
- Possible topics include and may be cross-discipline (but are not limited to)
 - KM: communities of practice, collaboration, knowledge retention and transfer, identifying and leveraging subject matter experts, content management, maturing your program, enabling technologies, and change management and engagement.
 - PPM: process frameworks, governance, change management, end-to-end process management, roll out of new tools, continuous improvement, enabling technologies, aligning process work to strategic objectives, starting/managing a process center of excellence, and gaining buy-in.
- While we welcome “works in progress,” you should be far enough along that you have a clear story to tell and can point to meaningful results.

Submissions in this category should feature KM and/or PPM practitioners.

Teach a Skill or Technique

Demonstrate a skill, technique, or methodology that colleagues can apply to their work. For example, if you have a powerful KM and/or PPM facilitation approach, strategic planning process and approach for maturing your program, a technique for taxonomy development or process standardization, a way to incorporate flexibility into process work, or a surefire way to extract tacit knowledge from experts or engage the business, this type of session might be a fit for you.

- Focus on the “how to”.
- Talk about how you applied the technique in your organization.
- Creativity is encouraged and helps explain how your session relates to the KM and/or PPM discipline or competencies useful to KM and/or PPM professionals.
- Preference will be given to techniques that have been used successfully in the context of organizational KM and PPM.

Facilitate a Conversation or Problem-solving Session

People tell us collaborating with peers is one of their favorite aspects of the conference. This happens naturally throughout the two-day event, plus we include opportunities for more structured conversations around hot topics and tough KM and PPM challenges.

- Outline your idea and what participants will learn from the conversation if you are interested in facilitating a discussion or “peer assist” session.
- Describe roles and outcomes for session participants in a way that gives them a full picture of what they can expect to learn and take away from your session.
- Indicate if you are envisioning a particular facilitation approach or if you plan for the group to co-create something during the session.

Showcase a Technology, Solution, and/or Implementation

We are looking for practitioner success stories, *not* people looking to showcase a tool or technology that they sell or promote for profit. This type of session is a more detailed tutorial on an aspect of your technology infrastructure for KM and/or PPM.

- Emphasize the “how to.” The technology or solution you highlight should be something you have implemented (at least as a pilot)
- Don’t ignore the people and process elements of your story; how you determined user requirements, worked with IT and vendors, and managed change during rollout can be even more important than the specifics of the tools themselves.

Submissions in this category should feature KM/PPM practitioners. Vendors or consultants should submit only with a practitioner co-presenter.

Reveal Your Out-of-the-Box KM and/or PPM Thinking

Don’t limit yourself to the session types above. If you have a creative idea that relates to knowledge management and/or process and performance management, tell us what you’re

thinking and why it will be a valuable learning opportunity for our audience. When submitting this type of session:

- We will consider any session format that fits our agenda and aligns with our audience's needs.
- The only constraints are logistical: For example, we are unlikely to be able to accommodate sessions longer than 60 minutes or that require going off-site. Make sure you explain how your session relates to the KM and/or PPM discipline or competencies useful to KM and/or PPM professionals.
- Preference will be given to techniques that have been used successfully in the context of organizational KM and PPM.
- Avoid sessions with the sole purpose of motivation. While, in theory, motivational topics relate across all business practices, our audience wants specific actionable steps to improve their KM/PPM practices. Refrain from submitting if your topic is too broad and you're not able to connect it to KM/PPM topics and challenges.

GENERAL TRACKS AND TOPICS

Strategy and Business Alignment: Learn how to align to the business strategy and help it solve urgent problems while pursuing vital opportunities.

- Key topics: strategic alignment; partnerships; governance; business integration; critical knowledge; diversity, equity, and inclusion; strategic flexibility; privacy and security; and risk

Data-Driven Decisions: Learn how to use data to manage and improve performance, objectively pursue strategic goals, and deliver value to the business.

- Key topics: measurement, KPI selection, data management, predictive analytics, data-driven decision making, benchmarking

Documentation and Mapping: Learn how to take what your organization knows and does and put it on paper. Discuss the latest techniques to map processes and/or knowledge, create consistency in the flow and execution of work, and use documentation to drive improvements.

- Key topics: process mapping, knowledge mapping, identification of critical knowledge, knowledge flow processes, process frameworks, end-to-end process mapping, value chains, and managing and sustaining the documentation repositories

Culture and Change: Learn how to engage people to drive buy-in and adoption for your efforts. Discuss techniques to shepherd people past their comfort zone and into the future, focusing on techniques and methodologies to drive sustainable change in your organization.

- Key topics: virtual collaboration, engaging hybrid audiences, breaking down silos, facilitating process documentation workshops, buy-in, sponsorship, communications, change journey, employee engagement, culture, process thinking, emotional intelligence, and organizational resistance

Practices and Approaches: Good programs take time, but there are tricks to minimize ramp-up and speed you toward results. Learn how to build new capabilities from scratch and enhance the scope and value of your existing program(s).

- Key topics: agile program development, case studies, process and KM maturity, program sustainability, and maximizing business value
- Also focus on specific process and knowledge management approaches or techniques for knowledge transfer, communities of practices, process improvement, benchmarking, taxonomies, frameworks

Enabling Technologies and The Future of Work: Learn about developing and implementing your technology infrastructure for KM and/or PPM and what is required of the people involved to do so. The focus is less on the tool itself and more on the “how to” elements, user requirements, working with IT and vendors, and managing change.

- Key topics include (but are not limited to): digital workplace platforms, search solutions, simulations, process mining, content management, workflow systems, automation, predictive systems, bots, AI, generative AI, and AR/VR (augmented reality or virtual reality).

GET INSPIRED

You are the expert, and we want a unique story from you. Yet, if you need some inspiration, here are a few examples of past presentations.

- [Inspiring Progress: The Pursuit of Excellence through Continuous Improvement | Texas Health and Human Services \(HHS\)](#)
- [Process Excellence Journey: "Learning Up" Together! | Chumash Enterprises](#)

ABOUT APQC

APQC helps organizations work smarter, faster, and with greater confidence. It is the world's foremost authority in benchmarking, best practices, process and performance improvement, and knowledge management. APQC's unique structure as a member-based nonprofit makes it a differentiator in the marketplace. APQC partners with more than 500 member organizations worldwide in all industries. With more than 40 years of experience, APQC remains the world's leader in transforming organizations. Visit us at <https://www.apqc.org/>, and learn how you can make best practices your practices.