

## A Leader's Guide to Knowledge Management Drawing on the Past to Enhance Future Performance

John P. Girard, *Minot State University* • JoAnn L. Girard, *Sagology*



John P. Girard, Ph.D., is an associate professor of management at Minot State University where he is actively engaged in academic research. He has written more than 20 articles and chapters for peer-reviewed or trade journals and books. John's first book was an edited volume entitled *Building Organizational Memories: Will You Know What You Knew?* published by IGI Global in 2009.

In 2004, whilst acting as Director of Knowledge Management at National Defence Headquarters in Ottawa, John retired from the Canadian Forces at the rank of Lieutenant-Colonel. He is a graduate of Touro University International, where he completed a Ph.D. in Business Administration. John is also a graduate of the

University of Manitoba, Canadian Forces College, Toronto, and the Royal Military College of Science in the United Kingdom.

John speaks regularly on the subject of knowledge management. He has spoken in the United States, Canada, Europe, Asia, Africa, Australia, and South America at such events as KM World, APQC's Knowledge Management Conference, the World Congress on Intellectual Capital, KM Australia, and InfoVision (India). John has undertaken training and consulting assignments for clients such as the Department of National Defence, Canadian Forces College, Canadian International Development Agency, U.S. Department of Labor, Job Corps, and the Dubai Municipality. For more information see <http://www.johngirard.net>.



JoAnn L. Girard, is the cofounder and managing partner of Sagology, a firm that focuses on connecting people with people to collaborate and share knowledge. She has worked on a variety of knowledge-intensive research projects that considered issues such as information anxiety, enterprise dementia, and organizational memories. JoAnn was a member of the Editorial Advisory Board for *Building Organizational Memories: Will You Know What You Knew?* published by IGI Global in 2009.

Prior to forming Sagology, JoAnn was cofounder of two successful technology companies. Yacht-club.net developed and hosted Web presences for yachting companies in the United States, England, Scotland, Spain, Gibraltar, and Greece. Quid Pro Quo Software developed educational and edutainment software, including their flagship game Trivia Mania. Before entering the high-tech arena, JoAnn worked in the travel industry and as a school librarian. The experience she gained in these information-intensive positions proved especially valuable as she considered the knowledge challenges confronting executives today.

JoAnn dedicates most of her spare time to animals. She is a board member of her local zoological society and volunteers as an interpretive speaker at the zoo.



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