

December 2006

People Profile: Dave Pollard

Editor

Follow this and additional works at: <https://docs.lib.purdue.edu/atg>



Part of the [Library and Information Science Commons](#)

Recommended Citation

Editor (2006) "People Profile: Dave Pollard," *Against the Grain*: Vol. 18: Iss. 6, Article 20.

DOI: <https://doi.org/10.7771/2380-176X.4697>

This document has been made available through Purdue e-Pubs, a service of the Purdue University Libraries. Please contact epubs@purdue.edu for additional information.

to filter and add sense, meaning and value to information content. One of the initial goals of KM was disintermediation — getting rid of the layers between front-line people and useful information. The problem is, most front-line people are now overwhelmed with the volume of information coming at them, and find most of what is available on the Internet too raw for their needs: They need help making this information sensible and meaningful. IPs, as reintermediaries, can fill this need in two ways: They can massage raw information using visualizations, maps, tableaux, systems thinking charts, single frames, and decision trees; and they can add insight by synthesizing, analyzing, organizing, and providing context for this information so that, in the hands of the knowledge worker, it is easily understandable, compelling, and ready to apply.

Develop simple, automated mechanisms to facilitate peer-to-peer content-sharing with others inside and outside the organization. These mechanisms include:

- Customizable, easy-to-use, context-rich personal workspaces (similar to Weblogs, but with additional functionality, security, and flexibility, while still being easy to learn and use) where all personal information that is shareable with others can reside.
- Automatic peer-to-peer publishing and subscription mechanisms that allow employees' shareable content to be accessed by others, with high-value content from the Internet and from other employees and outside colleagues flowing automatically to the employee's desktop.
- Automatic knowledge harvesting mechanisms that pull employees' shareable content into a central searchable archive copy, to obviate the need for "submitting" knowledge to central repositories.

Develop mechanisms to enhance meaning and context of information content so that it makes more sense and has more value to users. These mechanisms include:

- Templates, e-mail lists, lists of "experts" and other aids for identifying and asking the right people for the right information on a quick-turnaround basis, in a single, easy-to-use just-in-time canvassing application.
- Templates and models for creating high-context stories and narratives.
- Templates, models, and self-study modules for creating visualizations, maps, single frames and other compelling, meaningful representations of information.
- Templates, models and self-study modules for creating systems thinking charts, structured thinking documents, analytical reports and other insightful distillations and interpretations of information.
- Templates, models and self-study modules for creating mindmaps, open space events and other support mechanisms

against the grain people profile

Founder & Principal, Meeting of Minds
Former CKO & Global Knowledge Innovation Director
Ernst & Young LLP, Canada

<dave.pollard@sympatico.ca> Weblog: <http://blogs.salon.com/0002007/>

Dave Pollard

BORN & LIVED: Leicester UK, Winnipeg MB, Victoria BC, Caledon ON.

EARLY LIFE: Grew up in a middle-class suburb of Winnipeg.

FAMILY: Welsh mother, Canadian father. First one in my family in four generations not to go into the family printing business.

EDUCATION: Carleton University and U. of Manitoba, B. Sc. (Comp Sci); CA (BC, Ontario), post-grad courses in securities, actuarial, corporate finance, French, admitted as Fellow of World Innovation Foundation.

FIRST JOB: Gardener.

PROFESSIONAL CAREER AND ACTIVITIES: 27 years with Ernst & Young LLP, mostly in Entrepreneurial Services and lastly as CKO Canada and Global Director of Knowledge Innovation; since then consultant with my own firm Meeting of Minds (KM, innovation consulting and entrepreneurial coaching).

IN MY SPARE TIME I LIKE TO: Write (books, stories, music, and my blog How to Save the World).

FAVORITE BOOKS: John Gray's *Straw Dogs*; the fiction of Frederick Barthelme; the poetry of T. S. Eliot.

PET PEEVES/WHAT MAKES ME MAD: dishonesty, unfairness, people who get pleasure from others' misfortune and unhappiness, cruelty.

PHILOSOPHY: Our civilization is in its final century, and we should act accordingly (explained in more detail at <http://blogs.salon.com/0002007/stories/2006/07/05/aboutTheAuthor.html>).

MOST MEANINGFUL CAREER ACHIEVEMENT: Helping entrepreneurs succeed who might otherwise have failed.

GOAL I HOPE TO ACHIEVE FIVE YEARS FROM NOW: Teach my grand-daughters models and principles for survival after civilization's crash.

HOW/WHERE DO I SEE THE INDUSTRY IN FIVE YEARS: Which industry? The second Great Depression is probably more than five years off, and it will precipitate massive changes in all industries. Until then, most industries will continue to be un-innovative and change only when and to the extent they have to, and that won't be much. 🐻



that enhance the effectiveness of, and document, conversations.

- Templates, models and self-study modules for improving observation, listening and attention skills (e.g., cultural anthropology tools).
 - Tools for surveying employees, customers, and the "informed" public and otherwise tapping the "wisdom of crowds" (including "prediction markets" and decision support applications).
- Develop mechanisms to enable peer-to-peer expertise finding and connectivity. These mechanisms include:
- Simple, one-click virtual presence applications for connecting person-to-person with people (individually and in groups), with full audio (including ability to record), video, whiteboard (see what others in a conference are looking at and doing) and application sharing capabilities.
 - Simple, intuitive collaborative workspaces and tools (enhanced, simplified

versions of wikis, BaseCamp etc.)

- Well-designed, automated people-finding applications and directories.
- Simple presence-detecting and peer-to-peer introduction applications (such as enhanced, simplified versions of Dodgeball).

To demonstrate the opportunities offered by this new approach, IPs themselves will have to take the initiative by championing small-scale experiments that use some of the above-mentioned tools and techniques, and demonstrating how much value they can add. The peer-to-peer networks of IPs are strong (perhaps because no one else in most organizations knows or cares much about what IPs do). That's why I'm optimistic that, working collaboratively, IPs will be successful introducing such initiatives and experiments, ultimately taking their rightful place as the highly valued stewards of the modern organization's most important and strategic resource—what it knows. 🐻