

Deb Wallace

Consultant, Knowledge and Learning

Deb consults in a wide range of private and public sector organizations, helping them to develop knowledge and learning strategies to maximize their performance. A former elementary teacher-librarian, information industry business development manager, and curriculum designer, Deb draws on her expertise in education, business, and information studies.

Most recently, she was responsible for developing and guiding the implementation of the organization-wide knowledge and learning strategy for the newly combined Sun Life Financial and Clarica Life Insurance organizations. She managed the process of creating a knowledge and learning blueprint based on foundation elements of strategic imperatives, culture and values, and technology. Working at the organization level, she consulted with business units to ensure alignment with corporate imperatives, technology directions, and industry standards to provide state-of-the-art knowledge sharing and learning solutions that increase individual and organizational capabilities.

Prior to that role, Deb was the Project Manager and Community Facilitator for the Agent Network, a community of practice for Clarica agents Canada-wide. She was responsible for the community project design and implementation, the evaluation of the initial phase of the project, the facilitation of the on-line discussion forum, and the development of a process model/best practice case study. (See www.knowinc.com/cop-book)

A frequent speaker and workshop facilitator on the benefits of “knowing what you know,” Deb has co-authored a chapter on communities of practice in “In Action: Measuring Intellectual Capital” (ASTD, 2002) and continued the writing partnership with Hubert Saint-Onge in “Leveraging Communities of Practice for Strategic Advantage” (Butterworth-Heinemann, 2003). She is currently completing a book on advocacy capability development for family law professionals with the Honourable Madam Justice P.H. Wallace.

Deb continues to work at the university level conducting research on literacy with OISE/UT; teaching professional education courses at the Professional Learning Centre, Faculty of Information Studies/University of Toronto; and as adjunct faculty at Simmons Graduate Library School in Boston where she co-teaches a course on information entrepreneurship.

Deb holds a Bachelor of Science from Moorhead State University, a Masters in Education from the University of Manitoba, and a Ph.D. from the University of Toronto.

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For more information on communities of practice, see <http://www.knowinc.com/cop-book>