[EPUB] Experience Management In Knowledge Management

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Experience and Knowledge Management in Software Engineering-Kurt Schneider 2009-06-05 Nowadays, there is software everywhere in our life. It controls cars, airplanes, factories, medical implants. Without software, banking, logistics and transportation, media, and even scientific research would not function in the accustomed way. Building and maintaining software is a knowledge-intensive endeavour and requires that specific experiences are handled successfully. However, neither knowledge nor experience can be collected, stored, and shipped like physical goods, instead these delicate resources require dedicated techniques. Knowledge and experience are often called company assets, yet this is only part of the truth: it is only software engineers and other creative employees who will effectively exploit an organisation's knowledge and experience. Kurt Schneider's textbook is written for those who want to make better use of their own knowledge and experience – either personally or within their group or company. Everyone related to software development will benefit from his detailed explanations and case studies: project managers, software engineers, quality assurance responsibles, and knowledge managers. His presentation is based on years of both practical experience, with companies such as Boeing, Daimler, and Nokia, and research in renowned environments, such as the Fraunhofer Institute. Each chapter is self-contained, it clearly states its learning objectives, gives in-depth presentations, shows the techniques' practical relevance in application scenarios, lists detailed references for further reading, and is finally completed by exercises that review the material presented and also challenge further, critical examinations. The overall result is a textbook that is equally suitable as a personal resource for self-directed learning and as the basis for a one-semester course on software engineering and knowledge management.

Knowledge Management Systems-Ronald Maier 2007-06-30 Knowledge management promises concepts and instruments that help organizations support knowledge creation, sharing and application. This book offers a comprehensive account of the many facets, concepts and theories that have influenced knowledge management and integrates them into a framework consisting of strategy, organization, systems and economics guiding the design of successful initiatives. The third edition extends coverage of the two pillars of implementing knowledge management initiatives, organization and systems.

Experience Management-Ralph Bergmann 2003-08-02 This book deals with experience management in the context of real-world applicability and realistic applications. A particular focus is given by the requirements that arise in complex problem solving and by the fact that modern experience management must be implemented as Internet-based applications. Concrete application areas that are discussed in this book are electronic commerce, diagnosis of complex technical equipment, and electronic design reuse. This book explores how experience management can be supported by information technology, especially by techniques that stem from knowledge-based systems, case-based reasoning, machine learning, and process modeling. It surveys different methods in a unified terminology and investigates them with respect to application requirements. Further, the process of application development and maintenance is highlighted, pointing out successful practically proven ways for obtaining and operating experience management applications.

Experience and Knowledge Management in Software Engineering-Kurt Schneider 2009-06-05 Nowadays, there is software everywhere in our life. It controls cars, airplanes, factories, medical implants. Without software, banking, logistics and transportation, media, and even scientific research would not function in the accustomed way. Building and maintaining software is a knowledge-intensive endeavour and requires that specific experiences are handled successfully. However, neither knowledge nor experience can be collected, stored, and shipped like physical goods, instead these delicate resources require dedicated techniques. Knowledge and experience are often called company assets, yet this is only part of the truth: it is only software engineers and other creative employees who will effectively exploit an organisation's knowledge and experience. Kurt Schneider's textbook is written for those who want to make better use of their own knowledge and experience – either personally or within their group or company. Everyone related to software development will benefit from his detailed explanations and case studies: project managers, software engineers, quality assurance responsibles, and knowledge managers. His presentation is based on years of both practical experience, with companies such as Boeing, Daimler, and Nokia, and research in renowned environments, such as the Fraunhofer Institute. Each chapter is self-contained, it clearly states its learning objectives, gives in-depth presentations, shows the techniques' practical relevance in application scenarios, lists detailed references for further reading, and is finally completed by exercises that review the material presented and also challenge further, critical examinations. The overall result is a textbook that is equally suitable as a personal resource for self-directed learning and as the basis for a one-semester course on software engineering and knowledge management.

Professional Knowledge Management-Klaus-Dieter Althoff 2005-12-19 This book constitutes the thoroughly refereed post-proceedings of the Third Conference on Professional Knowledge Management - Experiences and Visions, WM 2005, held in Kaiserslautern, Germany in April 2005. The 82 revised papers presented were carefully reviewed and selected from the best contributions to the 15 workshops of the conference. Coverage includes intelligent office appliances, learning software organizations, learner-oriented knowledge management and KM-oriented e-learning.

Summary without visualization >MBA Knowledge Management, philosophical challenges of today-

Knowledge Management and Engineering with Decisional DNA-Edward Szczerbicki 2020-02-04 This is the first book on experience-based knowledge representation and knowledge management using the unique Decisional DNA (DDNA) technology. The DDNA concept is roughly a decade old, and is rapidly attracting increasing attention and interest among researchers and practitioners. This comprehensive book provides guidelines to help readers develop experience-based tools and approaches for smart engineering of knowledge, data and information. It does not attempt to offer ultimate answers, but instead presents ideas and a number of real-world case studies to explore and exemplify the complexities and challenges of modern knowledge engineering issues. It also increases readers' awareness of the multifaceted interdisciplinary character of such issues to enable them to consider – in different ways – developing, evaluating, and supporting smart knowledge engineering systems that use DDNA technology based on experience.

Creating the Discipline of Knowledge Management-Michael Stankosky 2005 In this book Dr. Michael Stankosky, founder of the first doctoral program in knowledge management, sets out to provide a rationale and solid research basis for establishing Knowledge Management (KM) as an academic discipline. While it is widely known that Knowledge is the driver of our knowledge economy, Knowledge Management does not yet have the legitimacy that only rigorous academic research can provide. This book lays out the argument for KM as a separate academic discipline, with its own body of knowledge (theoretical constructs), guiding principles, and professional society. In creating an academic discipline, there has to be a widely accepted theoretical construct, arrived at by undergoing scholarly scientific investigation and accompanying rigor. This construct becomes the basis for an academic curriculum, and proven methodologies for practice. Thus, the chapters in this book bridge theory and practice, providing guiding principles to those embarking on or evaluating the merits of a KM program. As a methodology itself for undertaking the development of a body of knowledge, a KM Research Map was developed to guide scholars, researchers, and practitioners. This book presents this map, and showcases cutting-edge scholarship already performed in this nascent field by including the dissertation results of eleven KM scholar/practitioners. *First book to provide cutting-edge research from new scholars in Knowledge Management *Provides a rationale and research base for establishing knowledge management as an academic discipline *Research from the first doctoral program in knowledge management in North America, at George Washington University

The Complete Guide to Knowledge Management-Edna Pasher 2011-01-13 A straightforward guide to leveraging your company's intellectual capital by creating a knowledge management culture The Complete Guide to Knowledge Management offers managers the tools they need to create an organizational culture that improves knowledge sharing, reuse, learning, collaboration, and innovation to ensure mesurable growth. Written by internationally recognized knowledge management pioneers, it addresses all those topics in knowledge management that a manager needs to ensure organizational success. Provides plenty of real-life examples and case studies Includes interviews with prominent managers who have successfully implemented knowledge management structures within their organizations Offers chapters composed of short theoretical explanations and practical methods that you can utilize, based primarily on hands-on author experience Taking an intellectual journey into knowledge management, beginning with an understanding of the concept of intellectual capital and how to establish an appropriate culture, this book looks at the human aspects of managing knowledge workers, promoting interactions for knowledge creation and sharing.

Proceedings of the 16th European Conference on Knowledge Management-Juan Gabriel Cegarra 2012

Proceedings of the 14th European Conference on Knowledge Management-Brigita Janiūnaitė 2013-01-09 The University of Jyvaskyla is proud to welcome the 12th edition of the European Conference in Cyber Warfare to Jyvaskyla. We intend to make this event as enjoyable as possible both on scientific and human aspects. As in previous years, ECCWS will address elements of both theory and practice of all aspects of Information Warfare and Security, and offers an opportunity for academics, practitioners and consultants involved in these areas to come together and exchange ideas. We also wish to attract operational papers dealing with the critical issue that the modern world has to face regarding the evolution of cyberwarfare capabilities development by nation states. The programme for the event promises an extensive range of peer-reviewed papers, networking opportunities and presentations from leaders in the field."

Knowledge Management for School Education-Eric C. K. Cheng 2014-10-15 This book introduces the application of knowledge management (KM) theories, practices, and tools in school organization for sustainable development. Schools in Asia Pacific have long faced a variety of challenges in terms of sustainable development under the education reforms and curriculum reforms to meet the demands of a knowledge society. Schools are inevitably expected to develop human capital for the knowledge society within the competitive global economy, and to interact with its policy environment and know how to leverage pedagogical knowledge. The high speed of expansion change and expansion of knowledge have dramatically influence the development of flexibility of teacher and school works. The nature of teacher work becomes increasingly less routine, more analytical, and disruptive yet often come with a sense of urgency and need to be more collaborative. Teachers not only require data and information, but also knowledge and experience of individual, they also need to collaborative task execution, decision making and problem solving. Helping school leaders and teachers to manage their knowledge and become "know how" to cope with the change is important.

Leading Knowledge Management and Learning-Dede Bonner 2000 Because knowledge doesn't happen in a vacuum, you need ways to encourage people to share what they know and foster a free-flowing exchange of ideas. This set of case studies provides ideas and strategies for creating knowledge-friendly workplaces that stimulate continuous learning.

Knowledge Management, Organizational Memory and Transfer Behavior: Global Approaches and Advancements-Jennex, Murray E. 2008-12-31 "This book captures an in-depth knowledge base on the most current and useful concepts, applications, and processes relevant to the successful management of knowledge assets"--Provided by publisher.

Cross-Functional Knowledge Management-S.M. Riad Shams 2019-03-07 Diverse kinds of knowledge are vital for each organization that would successfully compete today in an international scenario. The emergent relevance of knowledge and its management in an even more complex environment opens up the possibility to analyze, investigate and deepen our understanding on different aspects related to several functional areas in business management. Nowadays, firms that create new knowledge and apply it effectively and efficiently will be successful at creating competitive advantages. The choices of the firms in selecting and applying different knowledge process (such as knowledge sourcing, transferring and exploiting) as well as knowledge tools may be crucial. Thus, the role of knowledge as the key source of potential advantage for organizations and indeed whole economies is still a hot debate in the international landscape. This book develops insights for the management of knowledge in cross-functional business areas to originate an innovative approach to the classical Knowledge Management (KM) field. This book provides a fresh perspective on different knowledge related topics in an international landscape, highlighting the key role of knowledge and its management in business activities. Overall, the primary aim of this book is to extend our understandings on how KM can be helpful in several cross-functional management areas, such as strategic management, finance, HRM and innovation as well as in different business circumstances such as M&A, internationalization processes and risk management.

Knowledge Management and Business Strategies: Theoretical Frameworks and Empirical Research-Abou-Zeid, El-Sayed 2007-11-30 The growing awareness of the crucial role that knowledge can play in gaining competitive advantage has lead businesses to confront how to build competitive business strategy around a firm's intellectual resources and capabilities, and how to define and guide the processes and infrastructure for managing organizational knowledge. Knowledge Management and Business Strategies: Theoretical Frameworks and Empirical Research provides researchers and practitioners fundamental business and management knowledge by exploring relevant theoretical frameworks and the latest empirical research findings in the area of knowledge and knowledge management strategies and their formulation and alignment with organizations' competitive business strategies.

Knowledge Management Lessons Learned-Michael E. D. Koenig 2004 Text surveys recent applications and innovations in knowledge management (KM). Demonstrates KM in practice; revealing what has been learned, what works, and what doesn't. DLC: Knowledge management.

Knowledge Sharing in Practice-Marleen Huysman 2002-03-31 In this volume organizational learning theory is used to analyse various practices of managing and facilitating knowledge sharing within companies. Experiences with three types of knowledge sharing, namely knowledge acquisition, knowledge reuse, and knowledge creation, at ten large companies are discussed and analyzed. This critical analysis leads to the identification of traps and obstacles when managing knowledge sharing, when supporting knowledge sharing with IT tools, and when organizations try to learn from knowledge sharing practices. The identification of these risks is followed by a discussion of how organizations can avoid them. This work will be of interest to researchers and practitioners working in organization science and business administration. Also, consultants and organizations at large will find the book useful as it will provide them with insights into how other organizations manage and facilitate knowledge sharing and how potential failures can be prevented.

Socio-Technical Knowledge Management: Studies and Initiatives-Handzic, Meliha 2007-04-30 "This book connects knowledge management theory to knowledge management practice, allowing the empirical research presented to resolve challenges. It provides a better understanding of the benefits and limitations of various socio-technical knowledge management initiatives, especially in the realm of social-oriented knowledge culture, communities, initiatives and rewards, measurement, technology-oriented knowledge repositories, modeling, rating, alerting, and discovery systems"--Provided by publisher.

Knowledge Management-Irma Becerra-Fernandez 2014-12-18 This book serves as a complete introduction to the subject of Knowledge Management (KM), and incorporates technical as well as social aspects, concepts as well as practical examples, and traditional KM approaches as well as emerging topics. Knowledge Management: Systems and Processes enhances the conventional exposition of KM with an in-depth discussion of the technologies used to facilitate the management of knowledge in large and small organizations. This includes a complete description of the theory and applications of the various techniques and technologies currently in use to manage organizational knowledge. The discussion of technology is at a level appropriate for the typical business administration graduate student or corporate manager. Special features:* Includes case studies of actual implementations of KM systems, including details such as system architecture * Contains numerous vignettes describing practical applications of KM initiatives at leading firms and governmental organizations * Provides a balanced view of knowledge management, while incorporating benefits and controversial issues, and both technology and social aspects * Extremely current, making extensive use of latest developments in, and examples from, the field of KM * Written by two proficient and recognized researchers in the field of KM.

Connectivity and Knowledge Management in Virtual Organizations: Networking and Developing Interactive Communications-Camison, Cesar 2008-10-31 "This book analyzes different types of virtual communities, proposing Knowledge Management as a solid theoretical ground for approaching their management"--Provided by publisher.

Knowledge Management and Management Learning:-Walter R.J. Baets 2006-03-30 Knowledge Management and Management Learning: Extending the Horizons of Knowledge-Based Management examines a range of topical considerations in the field by utilizing dynamic and non-linear systems behavior or the complexity paradigm. From this examination have come a number of new and promising relevant extensions to knowledge management and its practice. Many of the topics have been pulled from "real world" situations in actual companies, and therefore these topical treatments reflect quantitative and qualitative research done within the knowledge management framework of actual company experience. Offered are a series of topical treatments that extend the parameters of knowledge management and examine the practical implications of these extensions. The book begins with an extended introduction and theoretical framework. The contributing authors have written chapters that add to both the framework and the practical consequences of knowledge management. Within this context, the book illustrates why and how of knowledge management is important for companies.

7th International Conference on Knowledge Management in Organizations: Service and Cloud Computing-Lorna Uden 2012-07-18 The seventh International Conference on Knowledge Management in Organizations (KMO) brings together researchers and developers from industry and the academic world to report on the latest scientific and technical advances on knowledge management in organisations. KMO 2012 provides an international forum for authors to present and discuss research focused on the role of knowledge management for innovative services in industries, to shed light on recent advances in cloud computing for KM as well as to identify future directions for researching the role of knowledge management in service innovation and how cloud computing can be used to address many of the issues currently facing KM in academia and industrial sectors. The conference took place at Salamanca in Spain on the 11th-13th July in 2012.

Knowledge Management Handbook-Jay Liebowitz 2012-06-25 Recent research shows that collaboration and social networking foster knowledge sharing and innovation by sparking new connections, ideas, and practices. Yet these informal networks are often misunderstood and poorly managed. Building on the groundbreaking, bestselling first edition, Knowledge Management Handbook: Collaboration and Social Networkin

Customer Knowledge Management: People, Processes, and Technology-Al-Shammari, Minwir 2009-03-31 "This book introduces an integrated approach to

analyzing and building customer knowledge management (CKM) synergy from distinctive core advantages found in key organizational elements"--Provided by publisher.

Strategic Knowledge Management in Multinational Organizations-O'Sullivan, Kevin 2007-08-31 "This book presents a comprehensive set of investigations of a wide range of environmental factors, both internal and external, that contribute to the key challenge of complexity in KM. These factors include culture, technology, communications, infrastructure, and learning and leadership structures"--Provided by publisher.

Introduction to Knowledge Management-Kesheng Wang 2001 Knowledge Management (KM) is a hybrid discipline, containing elements of social sciences, technology and business. KM focuses on creating and sharing knowledge. The discipline is a holistic system for management of intellectual capital, organization change, knowledge creation and sharing, for continuous improvement and innovation, and organizational learning, resulting in increased value creation. This symbioses of disciplines takes place within the organizations' vision, purpose and strategy. Introduction to Knowledge Management provides a strategic roadmap for knowledge management and teaches how to implement KM in a company, step by step.

E-Service Intelligence-Jie Lu 2006-10-26 Business organizations and governments are nowadays developing and providing internet based electronic services (e-services) featuring various intelligent functions. This book offers a thorough introduction and systematic overview of the new field e-service intelligence. It covers the state-of-the-art of e-service intelligence including both theorems and applications, and a broad range of topics are discussed.

Sharing Expertise-Mark S. Ackerman 2003 The field of knowledge management focuses on how organizations can most effectively store, manage, retrieve, and enlarge their intellectual properties. The repository view of knowledge management emphasizes the gathering, providing, and filtering of explicit knowledge. The information in a repository has the advantage of being easily transferable and reusable. But it is not easy to use decontextualized information, and users often need access to human experts. This book describes a more recent approach to knowledge management, which the authors call "expertise sharing." Expertise sharing emphasizes the human aspects -- cognitive, social, cultural, and organizational -- of knowledge management, in addition to information storage and retrieval. Rather than focusing on the management level of an organization, expertise sharing focuses on the self-organized activities of the organization's members. The book addresses the concerns of both researchers and practitioners, describing current literature and research as well as offering information on implementing systems. It consists of three parts: an introduction to knowledge sharing in large organizations; empirical studies of expertise sharing in different types of settings; and detailed descriptions of computer systems that can route queries, assemble people and work, and augment naturally occurring social networks within organizations.

Knowledge Management for Sales and Marketing-Tom Young 2011-05-03 While this book is primarily aimed at those who are involved in Knowledge Management (KM) or have recently been appointed to deliver KM in sales and marketing environments, it is also highly relevant to those engaged in the management or delivery of sales and marketing activities. This book presents models to assist the reader to understand how knowledge can be applied and reused within the sales and marketing processes, leading to an enhanced win rate. Topics covered provide managers and practitioners with the necessary principles, approaches and tools to be able to design their approach from scratch or to be able to compare their existing practices against world class examples. Several models and methodologies are explained which can be applied or replicated in a wide variety of industries. The book also features numerous case studies which illustrate the journey that various companies are taking as they implement KM within sales and marketing. Develops a generic model for managing knowledge in sales and marketing environments Provides a handbook for line managers wishing to introduce knowledge management into their sales and marketing activities Written by a highly knowledgeable and well-respected practitioner in the field who is mentored by an recognised sales and marketing industry expert

Knowledge Management-Awad 2007 The Km Subject Matter Is A Subset Of Content Taught In The Decision Support Systems Course. This Text Is About Knowledge How To Capture It, How To Transfer It, How To Share It, And How To Manage It. Awad Takes Students Through A Process-Oriented Examination Of The Topic, Striking A Balance Between The Behavioral And Technical Aspects Of Knowledge Management And Use It.

Knowledge Management in Electronic Government-Maria A. Wimmer 2004-05-06 This book constitutes the refereed proceedings of the 5th IFIP International Working Conference on Knowledge Management in Electronic Government, KMGov 2004, held in Krems, Austria in May 2004. The 34 revised full papers presented were carefully reviewed and selected for publication. The papers are organized in topical sections on KM concepts and methodologies, strategies to implement KM in the public sector, knowledge ontologies and structuring concepts for public administration, technologies for KM support in public administrations, requirements engineering for KM, representing legal and procedural knowledge, KM support for democratic processes and citizen participation, and examples of KM in public administrations and case studies.

ICICKM2014-Proceedings of the 11th International Conference on Intellectual Capital, Knowledge Management and Organisational Learning-Jim Rooney 2014-10-17 These proceedings represent the work of researchers participating in the 11th International Conference on Intellectual Capital, Knowledge Management & Organisational Learning - ICICKM 2014, which this year is being held at The University of Sydney Business School, The University of Sydney, Australia. The Conference Co-Chairs are Dr John Dumay from Macquarie University, Sydney, Australia and Dr Gary Oliver from the University of Sydney, Australia. The conference will be opened with a keynote by Goran Roos, Advanced Manufacturing Council, Adelaide, Australia who will address the topic of "Intellectual capital in Australia: Economic development in a high cost economy." The second day will be opened with a from James Guthrie, University of Sydney, Australia on the topic of "Intellectual Capital and the Public Sector Research: Past, Present, and Future."

Light-weight Experience Collection in Distributed Software Engineering-Anna Averbakh 2015-02-10 Nowadays, distributed software development has become more common. In a distributed project setting, managing experience is even more crucial than in a co-located project. Problems like ineffective communication, lack of awareness and trust and restrictive information flow policies impede experience exchange and raise the overall effort for software engineers to collaborate. Moreover, sharing experiences is usually not part of the development process and considered additional effort. This often leads to failure of the experience management initiative due to a lack of participation. This thesis proposes a framework for qualitative and quantitative assessment of light-weight experience collection. Light-weight methods primarily aim at lowering the perceived effort and return a reasonable benefit to the experience bearers. This thesis proposes characterizing criteria of light-weight experience collection and a measurement system to measure gradations of expected effort and benefit of an experience collection method. To support knowledge managers in choosing the appropriate collection method, this thesis provides a catalogue of strategies from different categories and areas of application in distributed development projects.

Paper: >MBA-Seminar Knowledge Management-

Analytics and Knowledge Management-Suliman Hawamdeh 2018-08-06 The process of transforming data into actionable knowledge is a complex process that requires the use of powerful machines and advanced analytics technique. Analytics and Knowledge Management examines the role of analytics in knowledge management and the integration of big data theories, methods, and techniques into an organizational knowledge management framework. Its chapters written by researchers and professionals provide insight into theories, models, techniques, and applications with case studies examining the use of analytics in organizations. The process of transforming data into actionable knowledge is a complex process that requires the use of powerful machines and advanced analytics techniques. Analytics, on the other hand, is the examination, interpretation, and discovery of meaningful patterns, trends, and knowledge from data and textual information. It provides the basis for knowledge discovery and completes the cycle in which knowledge management and knowledge utilization happen. Organizations should develop knowledge focuses on data quality, application domain, selecting analytics techniques, and on how to take actions based on patterns and insights derived from analytics. Case studies in the book explore how to perform analytics on social networking and user-based data to develop knowledge. One case explores analyze data from Twitter feeds. Another examines the analysis of data obtained through user feedback. One chapter introduces the definitions and processes of social media analytics from different perspectives as well as focuses on techniques and tools used for social media analytics. Data visualization has a critical role in the advancement of modern data analytics, particularly in the field of business intelligence and analytics. It can guide managers in understanding market trends and customer purchasing patterns over time. The book illustrates various data visualization tools that can support answering different types of business questions to improve profits and customer relationships. This insightful reference concludes with a chapter on the critical issue of cybersecurity. It examines the process of collecting and organizing data as well as reviewing various tools for text analysis and data analytics and discusses dealing with collections of large datasets and a great deal of diverse data types from legacy system to social networks platforms.

Intelligent Systems for Knowledge Management-Edward Szczerbicki 2009-09-30 New approaches are needed that could move us towards developing effective systems for problem solving and decision making, systems that can deal with complex and ill-structured situations, systems that can function in information rich environments, systems that can cope with imprecise information, systems that can rely on their knowledge and learn from experience - i.e. intelligent systems. One of the main efforts in intelligent systems development is focused on knowledge and information management which is regarded as the crucial issue in smart decision making support. The 13 Chapters of this book represent a sample of such effort. The overall aim of this book is to provide guidelines to develop tools for smart processing of knowledge and information. Still, the guide does not presume to give ultimate answers. Rather, it poses ideas and case studies to explore and the complexities and challenges of modern knowledge management issues. It also encourages its reader to become aware of the multifaceted

interdisciplinary character of such issues. The premise of this book is that its reader will leave it with a heightened ability to think - in different ways - about developing, evaluating, and supporting intelligent knowledge and information management systems in real life based environment.

Appreciative Inquiry and Knowledge Management-Tojo Joseph Thatchenkery 2007-01-01 ASKing (Appreciative Sharing of Knowledge) is at the heart of this comprehensive, compelling, and cutting edge guide to appreciative knowing and innovation. The authors have really managed to push the appreciative envelope here. They ve taken well-known appreciative inquiry frameworks and methods, effectively improved on them, and extended them into the all important area of knowledge development and knowledge sharing. I expect that readers in all kinds of organizations and at many levels will find the ASK system readily usable and effective. The in-depth case studies across a wide variety of industries (including government) turn the book into a fine guide for knowledge sharing, making it particularly easy to Learn how to ASK . At the same time, academics, teachers, and students will find this book does a terrific job of summarizing and enlivening the existing appreciative inquiry/intelligence literature. If you've only got time and money for one book on appreciative organizational approaches, this is the one to get. David Barry, Nova University, Lisbon, Portugal Thatchenkery and Chowdhry have given those of us challenged with global knowledge sharing a way through the muddle of the traditional knowledge management paradigm. Fusing Knowledge Sharing and Appreciative Sharing concepts leads to a true appreciation of the value of knowledge dissemination and away from knowledge hoarding. With new technology migration occurring at warp speed and globalization of product sourcing markets requiring co-location of manufacturing facilities close to the customer, our company relies on state of the art knowledge sharing capabilities to shorten conventional and expensive training methodologies. Positive team collaboration with representation from all international sites and across functional areas in effect, simultaneously managing time, distance, and culture barriers is substantially facilitated by thinking of knowledge sharing in new and appreciative ways. This book helps chart the new path. Hank Jonas, Organization Effectiveness Corning Incorporated The authors of this book advance the Appreciative Sharing of Knowledge (ASK), a unique approach by which organizations create a culture that facilitates the sharing of information. Using social constructionist approaches, historical data, and case studies, the authors demonstrate that appreciation or affirmation is the key ingredient for people to trust each other and overcome their inhibitions and concerns about sharing what they know. The hyper-competitive culture of many organizations has created a knowledge-hoarding climate that many firms struggle to change. The ASK process can reinvent, in a sustainable manner, how we think about organizing knowledge. By linking practices, artifacts, technologies and managerial skills, the ASK model offers a management framework for a wide range of enterprises. One of the basic tenets put forth is that if knowledge is shared appreciatively, managing knowledge will no longer be an issue. The authors expand on the concept of appreciation and illustrate how systems can be created to institutionalize knowledge sharing. In addition, they give examples of organizations that have planted the seeds for the exchange to happen. Academics and practitioners in the fields of knowledge management and organizational behavior and development will find this innovative study of great value. The findings will also be of great practical use for managers and executives in a variety of firms.

In Search of Knowledge Management-Annie Green 2009-12-21 Offers research and practice insights into the emerging discipline and field of knowledge management and aims to accelerate a global adoption of knowledge management (KM) as a distinct and critical field of study for today's professionals. It is suitable for universities, research centres and organizations working on KM.

Knowledge Management Basics-Christee Gabour Atwood 2009-08-01 Knowledge Management Basics provides the fundamentals for organizations and how they can benefit from implementing solid knowledge management practices. This title focuses on the learning professional's role in executing and supporting a comprehensive approach to managing, organizational knowledge. The book includes a vetted process to help practitioners determine organizational needs, identify sources of information, assist in selecting organizational information gathering systems, lead the learning and understanding about information dissemination, and ensure proper maintenance of the system.

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