1.	Record Nr.	UNINA9910141311403321
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	Titolo	Knowledge works [[electronic resource]] : the handbook of practical ways to identify and solve common organizational problems for better performance / / Christine van Winkelen and Jane McKenzie
	Pubbl/distr/stampa	New York, : Wiley, 2011
	ISBN	1-119-97780-0
		1-283-94096-5
		1-119-97108-X
	Edizione	[1st edition]
	Descrizione fisica	1 online resource (327 p.)
	Altri autori (Persone)	McKenzieJane
	Disciplina	658.4/038
		658.4038
	Soggetti	Knowledge management
		Organizational learning
		Problem solving
		Electronic books.
	Lingua di pubblicazione	Inglese
	Formato	Materiale a stampa
	Livello bibliografico	Monografia
	Note generali	Description based upon print version of record.
	Nota di bibliografia	Includes bibliographical references and index.
	Nota di contenuto	section 1. Establish strategic priorities -- section 2. Enable operational effectiveness -- section 3. Stimulate innovation -- section 4. Increase learning capacity -- section 5. Become more agile -- section 6. Make change stick.
	Sommario/riassunto	Knowledge Works is a handbook full of ideas to help you draw on people's knowledge to keep ideas fresh, reduce waste, and build competence and capability. You can either dip into it according to your needs, or work through it in a more systematic way to create a plan to improve your organization's performance. ""Knowledge Works is a very practical book that provides proven solutions for important knowledge-related problems in organizations including: how to convince managers that knowledge is important, how to create a knowledge-sharing culture, and how to improve the quality o