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Nota di contenuto	Front Cover; Introduction to Knowledge Management: KM in Business; Copyright Page; Contents; Chapter 1. Introducing KM; How to Use This Book; What Is Knowledge Management?; Data, Knowledge, and Information; Knowledgebases; Making Tacit Knowledge Explicit; Making Explicit Knowledge Retrievable; Project Planning; The Scope Document; Chapter 2. Personal KM; Thoughts on KM; Getting Started without a Corporate KM Initiative; Planning Your Personal Knowledgebase; Organizing Your Information; Six Action Elements of Your Info Workflow; Capture; Corroborate; Organize; Secure; Analyze; Collaborate Chapter 3. Capture and CorroborateCapture; Cost of Capture; Dealing with Information Overload; Information Triage; Information Capture Sources; Corroborate; Chapter 4. Organize and Secure; Organize; Microsoft Index Services; Secure Your Information Assets; Persistence and Discipline; Chapter 5. Analyze and Collaborate; Layers of Abstraction; Steps in the Abstraction Process; Layers of Obstruction; Collaboration; Speak the Same Language; Chapter 6. Storytelling and Knowledge Transfer; Storytelling: The Ancient Art of KM; Major Elements of KM Storytelling; Chapter 7. Systems Thinking

Circular vs. Linear Analysis
The Subtle Impact of Delays; Stocks and Flows; Closed Systems vs. Open Systems; Chapter 8. Harnessing Metcalfe's Law: $Utility = Nodes^2$; Managing a Workgroup KM Network; Investing in Your Social Network; Phases of Team Development; Chapter 9. 3D Communication; A Successful Ascent; Building Teams That Work; A New Model of Thinking; Chapter 10. Building in Knowledge Exchange; Channels for Knowledge Exchange; Change Management; The Return of Conversation; Maximize Your Knowledge Exchange; Chapter 11. Developing KM Strategies; Top-Down KM; Bottom-Up KM
Middle-Up-Down KM
Thinking about Thinking; Chapter 12. The Ethics of KM; Ethical Positioning; Landmarks, Fences, and DMZs; Managing Ethical Liabilities; Chapter 13. Metrics and Taming Wicked Problems; The Paradox within KM Metrics; Classic Problem Solving; Wicked Problem Solving; Taming the Wicked Problem; Chapter 14. Careers in KM; Strategic KM Roles; Developmental KM Roles; Preparing Yourself for Change; Building a KM Resume; Company Strategies; Conclusion; Index

Sommario/riassunto

This book introduces readers to a wide range of knowledge management (KM) tools, techniques and terminology for enhancing innovation, communication and dedication among individuals and workgroups. The focus is on real-world business examples using commonly available technologies. The book is set out in a clear and straightforward way, with definitions highlighted, brief case studies included that illustrate key points, dialogue sections that probe for practical applications, and written exercises. Each chapter concludes with discussion questions, review questions, and a vocabul
