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Nota di bibliografia	Includes bibliographical references (p. 227-242) and index.
Nota di contenuto	Contents; Introduction; Part I: The High Cost of Losing Intellectual Capital; 1 The Landscape of Lost Knowledge; 2 Diagnosing the Strategic Impacts of Lost Knowledge; 3 A Strategic Framework for Action; Part II: Evaluating Knowledge Retention Practices; 4 Developing an HR Infrastructure for Knowledge Retention; 5 Improving the Transfer of Explicit Knowledge; 6 Transferring Implicit and Tacit Knowledge; 7 Applying IT to Capture, Store, and Share Intellectual Capital; 8 After the Knowledge Is Gone; Part III: Implementing Retention Strategies 9 Stemming the Flow of Lost Knowledge: Stories of Early Adopters 10 Launching Knowledge Retention Initiatives: Principles for Action; 11 Overcoming Organizational Barriers to Knowledge Retention; 12 Creating the Future: Thinking Strategically about Knowledge Retention; Notes; Index;
Sommario/riassunto	Addressing one of the most vital management problems of the coming years, this book asks how organisations can transfer the stores of knowledge & experience from older workers to the next generation. As

the workforce ages, so this dilemma is becoming more acute.
