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Altri autori (Persone)	JonesThomas P
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Flows; Closed Systems vs. Open Systems; Chapter 8. Harnessing Metcalfe's Law: Utility = Nodes<sup>2</sup>; 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

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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

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