

1. Record Nr.	UNINA9910792267003321
Titolo	Creating value with knowledge [[electronic resource]] : insights from the IBM institute for business value // edited by Eric Lesser, Laurence Prusak
Pubbl/distr/stampa	Oxford ; ; New York, : Oxford University Press, 2004
ISBN	0-19-988311-4 0-19-803698-1 9786610533862 1-280-53386-2 1-60256-839-1 1-4237-8498-7
Descrizione fisica	1 online resource (239 p.)
Altri autori (Persone)	LesserEric L PrusakLaurence
Disciplina	658.4/038
Soggetti	Knowledge management
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	Contents; Foreword; Contributors; Introduction; PART I: SOCIAL CAPITAL; 1 How to Invest in Social Capital; 2 Fast Friends-Virtuality and Social Capital; 3 Trust and Knowledge Sharing: A Critical Combination; PART II: SOCIAL NETWORK ANALYSIS; 4 Six Myths about Informal Networks-and How to Overcome Them; 5 Knowing What We Know: Supporting Knowledge Creation and Sharing in Social Networks; 6 Making Invisible Work Visible: Using Social Network Analysis to Support Strategic Collaboration; PART III: COMMUNITIES OF PRACTICE; 7 Communities of Practice and Organizational Performance 8 Keeping Communities of Practice Afloat: Understanding and Fostering Roles in Communities 9 Learning from the Connected Customer: Enhancing Customer Web Sites with Community; PART IV: KNOWLEDGE AND STRATEGIC ALLIANCES; 10 Knowledge Resource Exchange in Strategic Alliances; 11 Leveraging Knowledge Management across Strategic Alliances; PART V: STORYTELLING; 12 Using Mentoring and Storytelling to Transfer Knowledge in the Workplace; 13 Narrative

Patterns: The Perils and Possibilities of Using Story in Organizations;
Index;

Sommario/riassunto

This text examines a variety of important knowledge-related topics, such as the use of informal networks, communities of practice, the impact of knowledge on successful alliances, and social capital and trust.