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Middle-Up-Down KMThinking 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