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Sommario/riassunto	This guide shows design practices and other construction professionals how to manage knowledge successfully. It explains how to develop and implement a knowledge management strategy, and how to avoid the pitfalls, focusing on the techniques of learning and knowledge sharing that are most relevant in professional practice. Expensive IT-based 'solutions' bought off-the-shelf rarely succeed in a practice context, so the emphasis here is on people-centred techniques, which recognise and meet real business knowledge needs and fit in with the organisational culture. Knowledge is supplanting p