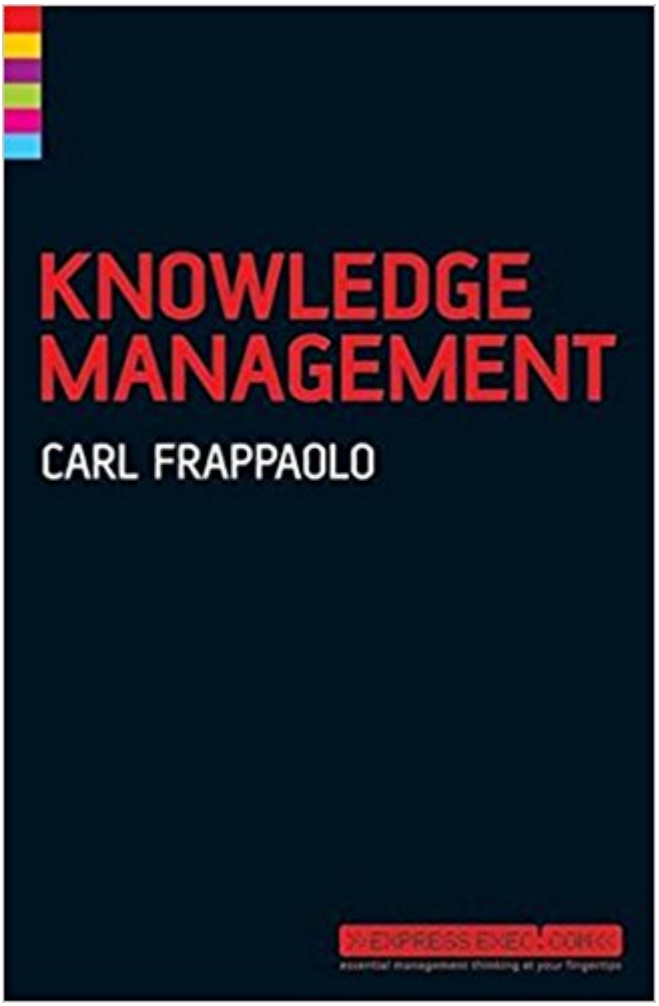
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Knowledge Management



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Synopsis

Knowledge management is the fast-track route to leveraging the intellectual capital in your organisation. It covers the key areas of knowledge management, from identifying knowledge in an organisation to promoting and facilitating knowledge sharing and innovation. It takes examples and lessons from some of the world's most successful business, including Shell Oil, British Aerospace, Dow Chemical and the World Bank, and ideas from the smartest thinkers, including Peter drucker, Michael Polanyi, and Ikujiro Nonaka. It includes a glossary of key concepts and a comprehensive resources guide. Knowledge management surveys the technology, the strategies and the practice of the subject to give you the expertise you need to act fast.

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Customer Reviews

Fast track route to leveraging the intellectual capital in your organziation Covers the key areas of knowledge management, from identifying knowledge in an organization and knowledge-based incentive plans to promoting and facilitating knowledge sharing and innovation and knowledge-based strategies Examples and lessons from some of the world's most successful businesses, including Shell Oil , British Aerospace (BAE), Dow Chemical and The World Bank, and ideas from the smartest thinkers, including Peter Drucker, Delphi Group, Michael Polanyi and Ikujiro Nonaka Includes a glossary of key concepts and a comprehensive resources guide --This text refers to the Unbound edition.

Knowledge management is the fast-track route to leveraging the intellectual capital in your organisation. It covers the key areas of knowledge management, from identifying knowledge in an organisation to promoting and facilitating knowledge sharing and innovation. It takes examples and lessons from some of the world's most successful business, including Shell Oil, British Aerospace, Dow Chemical and the World Bank, and ideas from the smartest thinkers, including Peter drucker, Michael Polanyi, and Ikujiro Nonaka. It includes a glossary of key concepts and a comprehensive resources guide. Knowledge management surveys the technology, the strategies and the practice of the subject to give you the expertise you need to act fast.

Knowledge ManagementIn another review for Carl Frappaolo's "Knowledge Management" I read something along the lines of: it's short, it's sweet, and it's useful. I couldn't agree more!For those new to the worlds of knowledge management Frappaolo's succinct introduction to the field really is an essential first step, whether you are interested in pursuing studies or work in knowledge management (KM) or if you are getting up to speed on this topic. Deceptively thin, "Knowledge Management" is packed with the critical concepts, helpful information, and useful references for novices to experts in a variety of fields ranging from information technology, education and training, or organizational management, and all this in under 142 pages!Charting a logical progression from a perfunctory "Introduction to Knowledge Management" to "What is Knowledge Management," Frappaolo clearly maps out the terrain of what knowledge management is, how it is understood in a variety of contexts, and most importantly, he provides short cases studies integrating the intellectual underpinnings of knowledge management with the realities of the business world. He ends the book with three useful steps for readers looking to dive deeper in to knowledge management: "Key Concepts and Thinkers in Knowledge Management" provides a useful (although ever-changing) glossary of terms, and a micro-bibliography of eleven key figures in the evolution of knowledge management; a chapter dedicated to expanding the print and digital references; and finally, "Ten Steps to Making Knowledge Management Work," a truly elegant and simple plan for everyone to wrap their arms around making knowledge management an actionable concept and practice.Aside from the brevity of the book, the structure of the book deserves comment. In a semi-academic (or B-School) format, each chapter offers a short introduction, a list of main points, the discussion of those points, and a summary or "Key Learning Points" tied back to the chapter's main points and highlights of the discussion topics, and intermittently the case study reviews of examples in sections titled "Best Practices in KM." Chapter 7, "Knowledge Management in Practice - Success Stories" provides more detailed case studies of examples woven throughout the book.I would have liked

more detailed references for further reading, and of course the bibliographies could be more robust; but that is not the purpose of this book. Using the references cited and the micro-bibliographies in the references section, readers will easily round out their interests in knowledge management from the technological end to the managerial end. Blending academic, intellectual, and working knowledge together under the rubric of knowledge management, Frappaolo brilliantly demonstrates the potential successes of KM in this book through this old-fashioned "portal" to capture, illuminate, share, and evolve - in this case, it just happens to be about knowledge management; but the applications are limitless.

This is an excellent little introductory volume for business people to gain some basic knowledge to this new slant on especially corporate approaches to employee development. Even for college students who will be drafting term papers and theses on Knowledge Management, the book provides some of the "language of KM," and it will most likely be a catalyst for further study.

Smaller than I expected. The content is not mind-blowing, but the information proves to be valuable.

I bought this book as I wanted to improve my understanding of knowledge management (KM) and build on some concepts already known to me. Overall, this book did not disappoint. It gave me a good overview, highlighted KM’s importance, re-confirmed that KM is not do once and forget, and it reminded me of differences between KM concepts such as explicit & tacit KM.Despite the books length, it fits a lot in, is simple and easy to understand and includes a few case studies highlighting KM in the ’real world’. Additionally, a fairly comprehensive reference list of KM terms is included, which I thought was a great addition.The only downside I found was I was left wanting. I felt the author could’ve explored some concepts in greater depth, and delve into the nitty gritty. For example, the case studies were interesting, but I found it hard to separate what was KM, what was just good management and what was organisational leadership. It is here I felt the author could’ve explored this, hence my 4/5.So in conclusion, if you are after an introduction to KM then this book is a good starting point. If you are wanting to build on your knowledge, learn more about how to apply it, the differences between management, KM and the like, then there may well be better books.

I wish the print was bigger. Content was great! Gave me the information I was looking for. I highly recommend this book.

Short and focused

I must admit to being a little suprised when I first received this book - it is "petite"! Was I going to get my money's worth I wondered?The answer is definitely yes - particularly if you are beginning in your knowledge management reading. In simple terms and in simple structure the author provides the reader with an understanding of KM history, the current state of KM, KM systems and processes and does not neglect the hard work of forging and shaping the necessary culture to support any such KM initiative.No less, no more. A great little beginning book and one I am sure I will return to for a quick update on any number of concepts.

This book is an excellent primer for those who don't know anything about Knowledge Management and those who need a reference on the subject. It is insightful, well written and a very quick read. It is one of those little books of gold you trip over every once in a while. It is also compact and well suited for business travel.Don't expect me to be selling this on any time soon...this book is a Keeper!

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