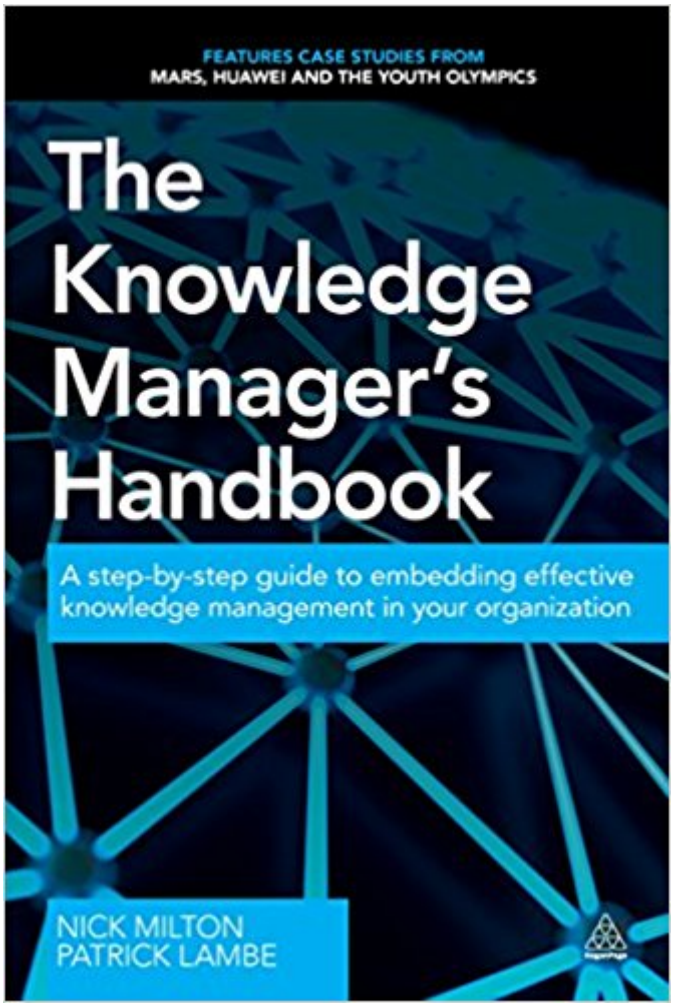
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The Knowledge Manager's Handbook: A Step-by-Step Guide To Embedding Effective Knowledge Management In Your Organization



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Synopsis

The way an organization manages and disseminates its knowledge is key to informed business decision-making, effectiveness and competitive edge. Because knowledge management is not a one-size-fits-all method, you need a framework tailored to your organization and its priorities. The Knowledge Manager’s Handbook takes you step by step through the processes needed to define and embed an effective knowledge management framework within your organization.Knowledge management experts Nick Milton and Patrick Lambe draw on their practical experience as consultants and project leaders to guide you through each stage of creating and implementing a knowledge management framework to answer your organization’s specific needs. The framework takes into account the four essential aspects of knowledge management - people, processes, technologies and governance - and shows how each of these can be optimized to unlock the value of your organization’s knowledge. With international case studies from organizations of all sizes and sectors, and user-friendly templates and checklists to help you implement effective knowledge management procedures, The Knowledge Manager’s Handbook is the end to end guide to making a sustainable change in your organization’s knowledge management culture.

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Management

Customer Reviews

This is a must read for anyone in the KM Business. Nick Milton goes deep in chapter one and does not let up. He knows his stuff. Milton is not, however, a technology person, and for that reason the book is light on the use of technology to implement the systems and processes he recommends. Nevertheless, I found myself nodding my head in agreement with most of what he had to say. The organization and discipline with which the content is delivered is a testimony to Milton & Lambe's professionalism. I particularly agree with the argument that KM needs to focus on accomplishing business goals and objective before customers can realize the value of KM. This means that KM consultants need to understand business organization, processes related to the functions and tasks of business, and what realistic measurable results an organization can expect. Milton does a good job of addressing these issues - with real-world examples. KM has had a spotted history, mainly because it has gone through a learning curve as an industry, and because there have been KM consultants in the business who I characterize as opportunists. Milton is not one of those people. Money well spent from my perspective.

I am relatively new to knowledge management and have completed a large amount of training to become proficient in this job, but I have learned more from reading this book in a week than the last three years of training and hands-on experience.After reading this book and re-assessing the current level of KM implementation in my organization I have learned a lot about how we can improve, what barriers and pitfalls lie ahead of us, and what tools I can use to keep us on track.This book has greatly helped me in drafting a KM implementation plan for my organization and am fully willing to purchase this book for anyone else in my office, as long as they are willing to learn.Thanks for making this book and saving me years of barriers trying to get knowledge management off the ground. I can't thank you enough.I have four suggestions for how you can improve the knowledge management career field even further:1. Make an android and iphone application of this handbook, with each chapter being tabbed to the main page to make it easier to navigate and will make your handbook a one-stop shop for knowledge managers on their phone.2. Please make a handbook that clearly expresses the ways to implement knowledge management using SharePoint and overall technology. There was a part in chapter 25, objection 1. 'We do this already', to paraphrase it says, "KM is not just training, it's not just staff induction, it's not just a library, and it's certainly not just SharePoint." Currently my organization is at the content management, information management,

and records management level. We have admin rights to SharePoint and sometimes we make useful inventions or innovations that improve processes, but if you could make a handbook to talk about the different ways we could use SharePoint, as well as all technology, to implement knowledge management I will greatly appreciate it.3. Please have a website where people can download templates of the multiple tools you reference in this book, such as the benefits mapping tool and the knowledge assets audit questionnaire. This isn't that big of a deal but anything that improves our career field and solidifies its usefulness is a good thing in my book.4. PLEASE get in contact with the military to assist with writing their instructions, handbooks, and manuals. Every branch has a career field that directly pertains to knowledge management. They would definitely listen to your venerable suggestions and it would help solidify our career field so that it doesn't get dissolved. If you need help finding contacts please email me and I will help you find the people to talk to.

Excellent Seller, excellent product!

It sounds easy doesnÃƒÂ¢Ã â ¬Ã â„¢t it? A company has some information and it is a case of just managing, storing and disseminating it to relevant employees and other partners as required. It shouldnÃƒÂ¢Ã â ¬Ã â„¢t be a problem should it? Who needs knowledge management and knowledge managers? It is as easy as 1-2-3, orÃƒÂ¢Ã â ¬Ã Â|?Ah, if only this was the case then a book like this would not be a possibly essential read for your company. Far too many companies are terrible at communicating internally, no matter how many smiling face pictures they put on their Intranet or what fine internal magazines and latterly social media-type presence they have. Many companies also treat information as a state secret and lock it up in silos, away from those who really would benefit from getting access to it.This is a fairly specialist book that is priced outside of the budget of the casual reader. Understandable but a shame, as a lot of the knowledge in the book could be of benefit to a wider audience. The authors explain that there is a certain art to knowledge management, it is not a universal one-size-fit-all approach that can be resolved by purchasing a piece of software and letting it do the work. A framework needs to be designed for a company that looks at its operations, its priorities and its needs and then it assists in examining and changing, if necessary, internal processes as well as getting possibly recalcitrant co-workers on-side. Wrap this up with some case studies taken from many organisations around the world and you have a potentially powerful little guide in your hands. Reading it is easy, implementing it can be the harder part!The authors equate knowledge management to a supply chain and that is a fairly good way to

illustrate it. Even the most insular manager will surely understand the basic concepts of a supply chain and how things can go wrong in simplistic terms as the chain is traversed. It is no different with a companyÃƒÂ¢Ã â ¬Ã â„¢s internal knowledge, since the information (ÃƒÂ¢Ã â ¬Ã Å“productÃƒÂ¢Ã â ¬Ã Â•) may have to be sourced, assembled and supplied from ÃƒÂ¢Ã â ¬Ã Å“suppliersÃƒÂ¢Ã â ¬Ã Â• within the company and, of course, if the chain is weak, inefficient or breaks repeatedly how can the ÃƒÂ¢Ã â ¬Ã Å“productÃƒÂ¢Ã â ¬Ã Â• be of a high-quality, relevant, valuable or usable?Being picky this book was a bit heavy-going in places. Publishers Kogan Page usually manage the difficult balancing act between an accessible book and an informative book. Yet this moan is not a deal-breaker. You just need to close your office door, silence the telephone and email alert, and focus, focus and focus a bit more. You will, in any case, need lots of focus time to help see the bigger picture and plan a methodology to implement efficient knowledge management within your organisation. Advice is even given to getting senior management on side and how to ensure compliance and governance.All in all, it is an interesting, thought-provoking and incisive book in a good little package that may be a frequently consulted companion and reference source for many company executives.

As a KM expert I must admit that this book is the most comprehensive and yet practical KM handbook I remember reading in the past years (and I read a lot).I like the idea of no one recipe, as in life no one suit fits all.I like the way the ideas are presented,and even though I am an expert... I learned several new things myself, and already turned them into practice.Highly recommended!

it is very fast delivery. my family need to change a new one , fine. i will come next time . Amazing customer service and a great product.

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