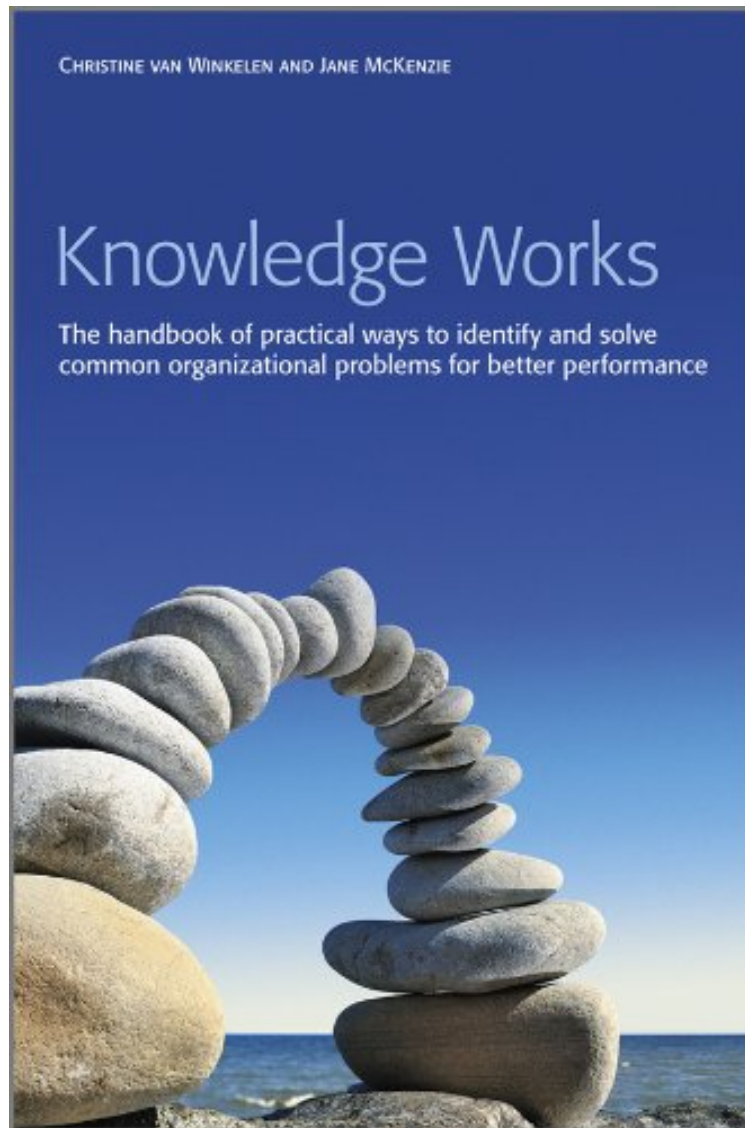


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Knowledge Works: The Handbook of Practical Ways to Identify and Solve Common Organizational Problems for Better Performance

Christine van Winkelen, Jane McKenzie
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Christine van Winkelen, Jane McKenzie : Knowledge Works: The Handbook of Practical Ways to Identify and Solve Common Organizational Problems for Better Performance before purchasing it in order to gage whether or not it would be worth my time, and all praised Knowledge Works: The Handbook of Practical Ways to Identify and

Solve Common Organizational Problems for Better Performance:

Knowledge Works is a handbook full of ideas to help you draw on people's knowledge to keep ideas fresh, reduce waste, and build competence and capability. You can either dip into it according to your needs, or work through it in a more systematic way to create a plan to improve your organization's performance. "Knowledge Works is a very practical book that provides proven solutions for important knowledge-related problems in organizations including: how to convince managers that knowledge is important, how to create a knowledge-sharing culture, and how to improve the quality of conversations. A must-read for all managers of knowledge-intensive organizations." Daan Andriessen, Professor of Intellectual Capital, Inholland University of Applied Sciences, The Netherlands "To be successful as a manager, you need to make better decisions, be more innovative and to do more with less. In this highly practical handbook, Christine Van Winkelen and Jane McKenzie offer new ideas to challenge your current thinking and achieve this. Their work is soundly based on 10 years collaborative research with the Knowledge Management Forum at the Henley Business School." David Gurteen, Founder and Director, Gurteen Knowledge Community "This book shows in a very inspiring and hands-on way how knowledge works. This is an utmost important understanding in the growing intellectual economy for increased operational knowledge effectiveness. The book has in an impressive way systematized many challenging K-works perspectives, from knowledge mapping and flows to social media and knowledge creating conversations. It is demonstrating a number of insightful real life stories and projects during 10 years of the Henley KM Forum, as well as providing valuable reading notes. Happy Knowledge Work ..." Leif Edvinsson, Honorary Chairman for the Henley KM Forum, The Worldacutec;s First Professor of Intellectual Capital

From the Inside FlapThis is a book for anyone who wants to make a difference through using knowledge as a source of organizational energy and distinctiveness. It provides practical guidance in a highly accessible format to busy managers, strategists, knowledge managers, HR managers and OD professionals to improve the way knowledge is used to solve common problems. With a multitude of tools, techniques and frameworks to help you make sense of what's happening and create clear action plans, the book shows you how can help your organization to: identify priorities become both more efficient and more innovative increase the capacity to learn and be more agile make change stick The content is the product of ten years of thinking and researching within Henley Business School's Knowledge Management Forum. Some of the sharpest and most incisive minds in the field - those whose job is to deliver better results by creating, sharing and using knowledge in organizations - worked together with us to create it. More resources and discussions around practical application of the material can be found at <http://www.knowledgeworkshandbook.com>About the AuthorChristine van Winkelen has worked with the Henley KM Forum since its inception in 2000 and was the Director for five years until February 2009. Having led, or otherwise been involved in, a high proportion of the research projects completed by the Forum over the last decade, she is in a unique position to write this book. Previous experience includes fifteen years in various roles in high technology organizations (including research, human resource management and product management). Jane McKenzie has worked with the Henley KM Forum since its inception in 2000 and took over from Christine van Winkelen as Director of the Forum in 2009. Like Christine she has led or been involved in many of the research projects completed since 2000, and they have co-authored many papers together, as well as a book in 2004. She developed broad experience in a variety of financial, marketing and operations management roles during her 15 years in industry in both large organizations and SMEs, and working for a while as a consultant convinced her of the value of "joining up the dots" in organizations. The Henley Knowledge Management Forum is one of the Centres of Excellence at Henley Business School in the UK, a school well-known for executive development. Established in 2000, the Knowledge Management Forum brings together business practitioners, industry thought-leaders, experts and academics to help organizations tackle the new challenges presented by the knowledge economy. Members are large multi-national organizations in all sectors, as well as UK public and third sector bodies. <http://www.henley.reading.ac.uk/kmforum>