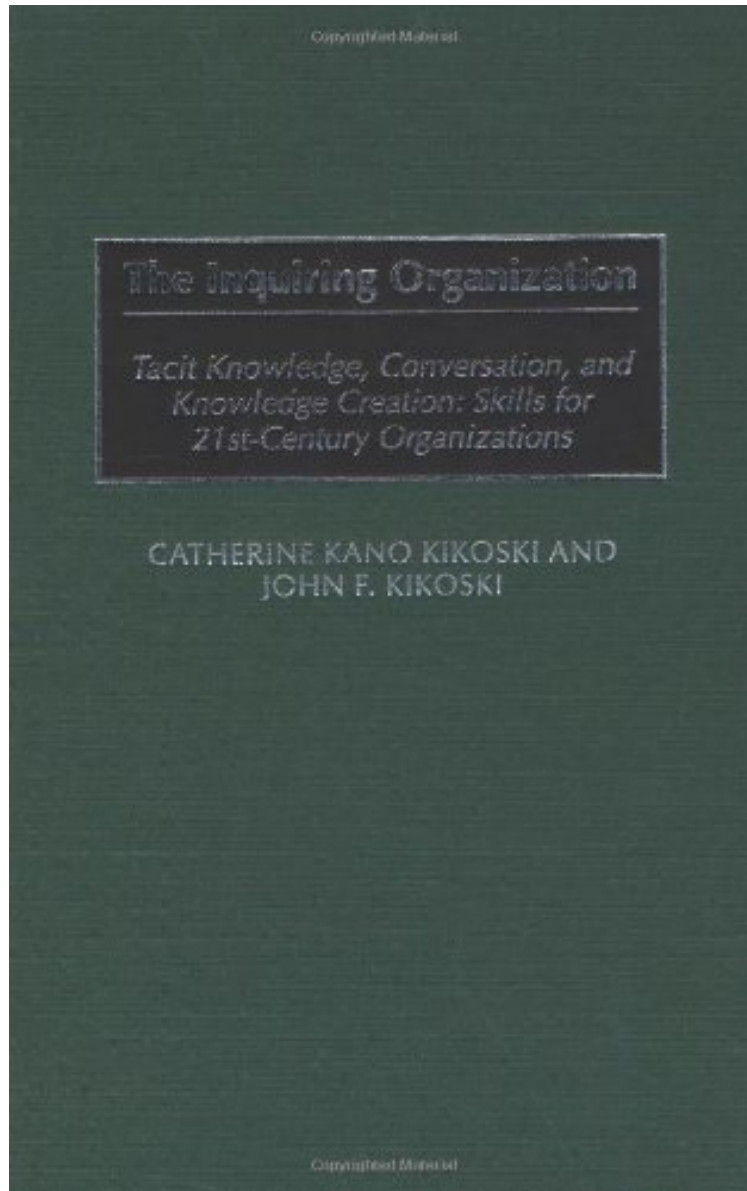


[Mobile ebook] The Inquiring Organization: Tacit Knowledge, Conversation, and Knowledge Creation: Skills for 21st-Century Organizations

The Inquiring Organization: Tacit Knowledge, Conversation, and Knowledge Creation: Skills for 21st-Century Organizations

Catherine Kikoski, John Kikoski
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Creation: Skills for 21st-Century Organizations:

This book provides the context and tools to create knowledge via a proven process of inquiry, questions, and conversation. It introduces the theoretical background to explain why, as well as the practical hands-on skills and processes to demonstrate how, to surface tacit knowledge; that which we know but which we have not yet made explicit in conversation, e.g., background, education, and experience; and create new knowledge in collaboration with colleagues. In the information economy, knowledge is an asset and a currency. The creation of new knowledge, therefore, enhances an organization's position in the marketplace. How do we create new knowledge? We don't do it by learning what is already known. The learning organization is already passe. Instead, we do it by inquiring, which is a method of bringing tacit knowledge to the forefront of awareness. The inquiring organization surfaces tacit knowledge, which is what its employees bring to the table; their background, education, experience, character, and judgment; and transforms that knowledge into new, explicit knowledge that can be transferred from one employee to another through conversation. That is true knowledge creation, and this book provides the tools, skills, techniques, and processes for executives and professionals in any field to accomplish this task in today's fluid environment.

"John and Catherine Kikoski offer their insight into the critical factors underlying innovation and change in this era. More importantly, they introduce a process of inquiry for organizations to compete and prosper in the 21st century. They identify the conditions for the creation and use of knowledge that define and distinguish a thriving enterprise."- Frederick B. Taylor, former Vice Chairman and Chief Investment Officer U.S. Trust "This book contributes to both the theory and practice of management. It helps managers tap an organization's greatest resource--the tacit knowledge of its employees. The book also introduces the hands-on skills for managers to launch a process of continuous knowledge creation, a major source of competitive advantage for organizations in this Information Era."-James van B. Dresser, retired Senior Vice President and Chief Administrative Officer The Boston Consulting Group

About the Author
CATHERINE KANO KIKOSKI is Professor and Chair of the Graduate Department of Marriage and Family Therapy at Saint Joseph College in West Hartford, Connecticut. A licensed psychologist and family therapist, she has almost 25 years of experience in researching, publishing, teaching, and training professionals in the field of interpersonal communication as well as organizational behavior.
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