

Working Knowledge How Organizations Manage What They Know

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 Knowledge Management Tools and Techniques
 A Handbook for Scaling Up Solutions through Knowledge Capturing and Sharing
 How to Get Better Performances And Results from Knowledge Workers
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 Strategic Knowledge Management in Multinational Organizations

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MORSE SANTANA

A Critical Pragmatic Perspective Harvard Business Press

"This book presents a comprehensive set of investigations of a wide range of environmental factors, both internal and external, that contribute to the key challenge of complexity in KM. These factors include culture, technology, communications, infrastructure, and learning and leadership structures"--Provided by publisher.

Shared Cognition in Organizations Routledge

This book explores organizational knowledge and how it can be pragmatically exploited within many of today's socio-technical-economic contexts. It provides both conceptual and empirical findings across different organizational contexts, addressing areas which have either been under-developed, such as power in relationship to knowledge, or require further examination, such as the role a more holistic, action-oriented view can contribute towards identifying and retaining expert knowledge within an organization, especially within digital environments. Further, it looks at how different perceptions, mental models, beliefs, and emotions (or lack of), as well as differing actions and behaviors, affect our abilities to detect hidden risks. This book will guide researchers in rendering the relationship between the managing of knowledge and the presence of risk more visible.

Knowledge Management Tools and Techniques Harvard Business Review Press

First Published in 1997. Routledge is an imprint of Taylor & Francis, an informa company.

A Handbook for Scaling Up Solutions through Knowledge Capturing and Sharing Harvard Business Press

The questionable practices and policies of many businesses are coming under scrutiny by consumers and the media. As such, it is important to research new methods and systems for creating optimal business cultures. *Organizational Culture and Behavior: Concepts, Methodologies, Tools, and Applications* is a comprehensive resource on the latest advances and developments for creating a system of shared values and beliefs in business environments. Featuring extensive coverage across a range of relevant perspectives and topics, such as organizational climate, collaboration orientation, and aggressiveness orientation, this book is ideally designed for business owners, managers, entrepreneurs, professionals, researchers, and students actively involved in the modern business realm.

How to Get Better Performances And Results from Knowledge Workers Emerald Group Publishing

Knowledge workers create the innovations and strategies that keep their firms competitive and the economy healthy. Yet,

companies continue to manage this new breed of employee with techniques designed for the Industrial Age. As this critical sector of the workforce continues to increase in size and importance, that's a mistake that could cost companies their future. Thomas Davenport argues that knowledge workers are vastly different from other types of workers in their motivations, attitudes, and need for autonomy--and, so, they require different management techniques to improve their performance and productivity. Based on extensive research involving over 100 companies and more than 600 knowledge workers, *Thinking for a Living* provides rich insights into how knowledge workers think, how they accomplish tasks, and what motivates them to excel. Davenport identifies four major categories of knowledge workers and presents a unique framework for matching specific types of workers with the management strategies that yield the greatest performance. Written by the field's premier thought leader, *Thinking for a Living* reveals how to maximize the brain power that fuels organizational success. Thomas Davenport holds the President's Chair in Information Technology and Management at Babson College. He is director of research for Babson Executive Education; an Accenture Fellow; and author, co-author, or editor of nine books, including *Working Knowledge: How Organizations Manage What They Know* (HBS Press, 1997).

Organizational Culture and Behavior: Concepts, Methodologies, Tools, and Applications Psychology Press

Today's economy is fueled by knowledge. Every leader knows this to be true, yet few have systematic methods for converting organizational knowledge into economic value. This book argues that communities of practice--groups of individuals formed around common interests and expertise--provide the ideal vehicle for driving knowledge-management strategies and building lasting competitive advantage. Written by leading experts in the field, *Cultivating Communities of Practice* is the first book to outline models and methods for systematically developing these essential groups. Through compelling research and company examples, including DaimlerChrysler, McKinsey & Company, Shell, and the World Bank, authors Etienne Wenger, Richard McDermott, and William M. Snyder show how world-class organizations have leveraged communities of practice to drive strategy, generate new business opportunities, solve problems, transfer best practices, develop employees' professional skills, and recruit and retain top talent. Underscoring the new central role communities of practice are playing in today's knowledge economy, *Cultivating Communities of Practice* is the definitive guide to fostering, designing, and developing these powerful groups within and across organizations.

Knowledge Management and Organizational Learning Harvard Business Press

A year's worth of management wisdom, all in one place. We've

reviewed the ideas, insights, and best practices from the past year of Harvard Business Review to keep you up-to-date on the most cutting-edge, influential thinking driving business today. With authors from Michael E. Porter to Katrina Lake and company examples from Alibaba to 3M, this volume brings the most current and important management conversations right to your fingertips. This book will inspire you to: Ask better questions to boost your learning, persuade others, and negotiate more effectively Create workplace conditions where gender equity can thrive Boost results by allowing humans and AI to enhance one another's strengths Make better connections with your customers by giving them a glimpse inside your company Scale your agile processes from a few teams to hundreds Build a commitment to both economic and social values in your organization Prepare your company for a rapidly aging workforce and society This collection of articles includes "The Surprising Power of Questions," by Alison Wood Brooks and Leslie K. John; "Strategy Needs Creativity," by Adam Brandenburger; "What Most People Get Wrong about Men and Women," by Catherine H. Tinsley and Robin J. Ely; "Collaborative Intelligence: Humans and AI Are Joining Forces," by H. James Wilson and Paul R. Daugherty; "Stitch Fix's CEO on Selling Personal Style to the Mass Market," by Katrina Lake; "Strategy for Start-Ups," by Joshua Gans, Erin L. Scott, and Scott Stern; "Agile at Scale," by Darrell K. Rigby, Jeff Sutherland, and Andy Noble; "Operational Transparency," by Ryan W. Buell; "The Dual-Purpose Playbook," by Julie Battilana, Anne-Claire Pache, Metin Sengul, and Marissa Kimsey; "How CEOs Manage Time," by Michael E. Porter and Nitin Nohria; and "When No One Retires," by Paul Irving.

A Guide to Managing Knowledge Springer

"Philippe Baumard has observed that strategic success seems to lie more in top managers' ability to use tacit knowledge than in their gaining or updating explicit knowledge" - William H Starbuck, New York University "This important new book effectively illustrates how, in conditions of ambiguity, managers 'over-manage', i.e. rely too much on explicit plans and interpretations. Here, Philippe Baumard develops an alternative analysis and with it a new approach to management" - Frank Blackler, Lancaster University This landmark book delves below the surface of organizations in order to understand the complex processes of top managers' decision making. Philippe *Theoretical Foundations and Practice* Routledge Provides an international collection of studies on knowledge-intensive organizations with insight into organizational realities as varied as universities, consulting agencies, corporations, and high-tech start-ups.

Knowledge Management and Virtual Organizations Working KnowledgeHow Organizations Manage What They Know Creating Knowledge Based Organizations brings together high

quality concepts and techniques closely related to organizational learning, knowledge workers, intellectual capital, and knowledge management. It includes the methodologies, systems and approaches that are needed to create and manage knowledge based organizations.

Knowledge Management Practice in Organizations: The View from Inside IGI Global

Information is considered essential in every business model, which is why staying abreast of the latest resources can help combat many challenges and aid businesses in creating a synthesis between people and information, keeping up with evolving technologies, and keeping data accurate and secure. The Handbook of Research on Knowledge Management for Contemporary Business Environments is a critical scholarly publication that examines the management of knowledge resources in modern business contexts. Including a wide range of topics such as information systems, sustainable competitive advantage, and knowledge sharing, this publication is a vital reference source for managers, academicians, researchers, and students seeking current research on strategies that are able to manage the information in more than one context for present and future generations.

The Management of Knowledge Routledge

Knowledge has only recently been widely recognized as an organizational asset, the effective management of which can afford a firm competitive advantage. This book takes an interdisciplinary approach to knowledge management relating it to business strategy, dynamic capabilities and firm performance. Some of the most eminent scholars in management have contributed to this timely book, including John Seely Brown, Chris Argyris, Georg von Krogh, Soumitra Dutta, Howard Thomas and John McGee, Arie Lewin and Silvia Massini. The book offers practitioners and students alike state of the art research in the field of organizational knowledge and management

Managing Information and Knowledge in Organizations IGI Global

According to virtually every business writer, we are in the midst of a new "information age," one that will revolutionize how workers work, how companies compete, perhaps even how thinkers think. And it is certainly true that Information Technology has become a giant industry. In America, more than 50% of all capital spending goes into IT, accounting for more than a third of the growth of the entire American economy in the last four years. Over the last decade, IT spending in the U.S. is estimated at 3 trillion dollars. And yet, by almost all accounts, IT hasn't worked all that well. Why is it that so many of the companies that have invested in these costly new technologies never saw the returns they had hoped for? And why do workers, even CEOs, find it so hard to adjust to new IT systems? In *Information Ecology*, Thomas Davenport proposes a revolutionary new way to look at information management, one that takes into account the total information environment within an organization. Arguing that the information that comes from computer systems may be considerably less valuable to managers than information that flows in from a variety of other sources, the author describes an approach that encompasses the company's entire information environment, the management of which he calls information ecology. Only when organizations are able to combine and integrate these diverse sources of information, and to take them to a higher level where information becomes knowledge, will they realize the full power of their information ecology. Thus, the author puts people, not technology, at the center of the information world. Information and knowledge are human creations, he points out, and we will never excel at managing them until we give people a primary role. Citing examples drawn from his own extensive research and consulting including such major firms as A.T. & T., American Express, Ford, General Electric, Hallmark, Hoffman La Roche, IBM, Polaroid, Pacific Bell, and

Toshiba Davenport illuminates the critical components of information ecology, and at every step along the way, he provides a quick assessment survey for managers to see how their organization measures up. He discusses the importance of developing an overall strategy for information use; explores the infighting, jealousy over resources, and political battles that can frustrate information sharing; underscores the importance of looking at how people really use information (how they search for it, modify it, share it, hoard it, and even ignore it) and the kinds of information they want; describes the ideal information staff, who not only store and retrieve information, but also prune, provide context, enhance style, and choose the right presentation medium (in an age of work overload, vital information must be presented compellingly so the appropriate people recognize and use it); examines how information management should be done on a day to day basis; and presents several alternatives to the machine engineering approach to structuring and modeling information. Davenport makes explicit what many managers already know in their gut: that useful information flow depends on people, not equipment. In *Information Ecology* he paves the way for all managers to build a more competitive, creative, practical information environment for their companies.

Oxford University Press

As organizations transform from an industrial to knowledge-based economy, assessment strategies are rarely adapted to the new environment. Offering an enhanced understanding of how to engage organisations in assessments, this is an unmissable book for knowledge management professionals and researchers.

A Literacy Approach McGraw Hill Professional

Knowledge is increasingly regarded as central, both to the successful functioning of organizations and to their strategic direction. *Managing Information and Knowledge in Organizations* explores the nature and place of knowledge in contemporary organizations, paying particular attention to the management of information and data and to the crucial enabling role played by information and communication technology. Alistair Mutch draws on a wide range of literature spanning the disciplines of business, management, information management, and information systems. This material is located in a framework based on critical realism but covering the full range of contemporary debates. *Managing Information and Knowledge in Organizations* distinguishes itself by: taking a process-based approach centered around the notion of information literacy giving more attention to issues of data and information than other texts emphasizing the importance of technology while continuing to stress the centrality of social and organizational factors placing issues of organizational and national culture in a broader politico-economic context. Featuring such useful features as chapter objectives, mini-cases, chapter summaries, and suggestions for further reading, this text is ideal for advanced undergraduate and graduate students in knowledge management, information management, and management of information systems courses and modules.

How Organizations Manage What They Know Springer Nature

This is the first book to focus on the people side of knowledge management--what it takes to get employees to contribute to a knowledge system. Robert Buckman explains how to orchestrate this culture change, drawing from the lessons learned by Buckman Laboratories--the leader and pioneer in knowledge management--in implementing award-winning knowledge systems. His book is a practical primer on how organizations can move from "hoarding" knowledge to "sharing" it, building a global strategy that allows them to respond faster than the competition to any customer's need on a global basis. Buckman reveals how to: Combat the biggest problem with implementing knowledge management--creating the culture that supports it Increase the speed of innovation globally across an organization Resolve

technical problems quickly Make immediate, informed decisions to help solve customer issues Create new products based on customer input and demand

A Critical Introduction John Wiley & Sons

This book focuses on knowledge management and learning organizations, showing how they realise entrepreneurship and innovation. Understanding knowledge management as the process of creating, sharing and managing an organization's information and knowledge, and focusing learning organizations in their collaborations to promote continuous learning are two issues that are critical to the organizational success. As such, this book offers insights into the topic and the appropriate use of the tools and strategies that drive competitive organizations operating on an international or transnational scale.

Knowledge Management and Learning Organizations Addison-Wesley Professional

Knowledge management is a hot topic in the modern corporate world and this unique, practical book helps managers utilize corporate information to achieve real gains in productivity and profitability.

Managing Knowledge Harvard Business Press

New breakthrough thinking in organizational learning, leadership, and change Continuous improvement, understanding complex systems, and promoting innovation are all part of the landscape of learning challenges today's companies face. Amy Edmondson shows that organizations thrive, or fail to thrive, based on how well the small groups within those organizations work. In most organizations, the work that produces value for customers is carried out by teams, and increasingly, by flexible team-like entities. The pace of change and the fluidity of most work structures means that it's not really about creating effective teams anymore, but instead about leading effective teaming. Teaming shows that organizations learn when the flexible, fluid collaborations they encompass are able to learn. The problem is teams, and other dynamic groups, don't learn naturally. Edmondson outlines the factors that prevent them from doing so, such as interpersonal fear, irrational beliefs about failure, groupthink, problematic power dynamics, and information hoarding. With Teaming, leaders can shape these factors by encouraging reflection, creating psychological safety, and overcoming defensive interpersonal dynamics that inhibit the sharing of ideas. Further, they can use practical management strategies to help organizations realize the benefits inherent in both success and failure. Presents a clear explanation of practical management concepts for increasing learning capability for business results Introduces a framework that clarifies how learning processes must be altered for different kinds of work Explains how Collaborative Learning works, and gives tips for how to do it well Includes case-study research on Intermountain healthcare, Prudential, GM, Toyota, IDEO, the IRS, and both Cincinnati and Minneapolis Children's Hospitals, among others Based on years of research, this book shows how leaders can make organizational learning happen by building teams that learn.

How Organizations Learn, Innovate, and Compete in the Knowledge Economy IGI Global

Managing Knowledge Assets and Business Value Creation in Organizations: Measures and Dynamics provides an advanced, state-of-the-art understanding of the links between the knowledge assets dynamics and the business value creation. This publication focuses on the theory, models, approaches, methodologies, tools and techniques for measuring and managing organizational knowledge assets dynamics supporting and driving business performance improvements. This comprehensive work is a substantial contribution to the field in terms of theory, methodology and applications to replicate, support and challenge existing studies and offer new applications of existing theory and approaches.

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