



Knowledge Management

Carl Frappaolo

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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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