

Katrina B. Pugh

Sharing Hidden Know-How

How managers solve thorny problems
with the knowledge jam

Foreword by Nancy M. Dixon

author of *Common Knowledge: How Companies Thrive by Sharing What They Know*

Sharing Hidden Know How

Jicheng Xie



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Sharing Hidden Know-How Katrina Pugh, 2011-03-01 Using knowledge that an organization already has is one of the great management ideas of the last fifteen years Putting Knowledge to Work provides external consultants internal facilitators and leaders with a five step process that will help them achieve their knowledge management goals The five steps Knowledge Jams show how to set the direction foster the correct tone conduct knowledge capture event and integrate this knowledge into the organization In addition the author introduces conversation practices for participants to effectively co create knowledge and discover context

Sharing Hidden Know-How Katrina Pugh, 2011-04-12 To manage business operations let alone innovate amid frequent restructurings outsourcings and retirements leaders must quickly capitalize on hidden know how knowledge That is know how that lives inside their organizations or networks in the teams processes and experts that comprise them Yet many organizations are coming up short in this race Knowledge sharing and transfer have been reduced to reports e mails and tweets replacing vital personal interaction The lack of meaningful conversation coupled with intense fragmentation across organizations and networks has left leaders floating in a sea of information and ideas without a map to channel insight into action *Sharing Hidden Know How* starts the conversation that allows organizations to take what they know to the bank The how to how act guidebook unveils Knowledge Jam a facilitated collaborative method for helping organizations rediscover the fundamental discipline of knowledge transfer the conversation Developed by Katrina Pugh president of AlignConsulting the proven process uses human interaction to capture unwritten insights and more importantly to put them to work Offering a step by step process and practical tools *Sharing Hidden Know How* will help any organization harness untapped knowledge to solve today s thorny problems Accelerating New Product Development and Market and Segment Innovations Maximizing Combined Knowledge in Mergers Integrations Restructurings Off shoring and Outsourcing Overcoming Information Overload Focus on Social Media Smoothing Executive Transitions and Succession Planning Smoothing Team Transitions Spreading Insight across Geographies and Network Partners Tapping into Sales Insights The next generation of leadership effectiveness is about conversation and reflective facilitation not just texts and tweets *Sharing Hidden Know How* makes the case for intentional conversation based leadership and provides the practice model to pull it off Viewed from above this important book is itself a conversation between Kate Pugh s basic propositions and those of a diverse group of other thinkers all woven into a unified whole Viewed on the ground it is an intellectual joyride coherent insightful promisingly pragmatic and with just the right measure of the personal to fully reveal a fruitful mind in motion David Kantor director Kantor Institute author *Reading the Room* Jossey Bass 2012 This book addresses one of the time honored problems in organizations How do you get people with experience solutions and knowledge to share them effectively with those who need those valuable assets Technology we now know is not the answer human discussion is Pugh tells you how to structure and facilitate these important conversations Thomas H Davenport President s distinguished

professor of IT and Management Babson College author of Analytics at Work and Thinking for a Living In this innovative and useful book Kate Pugh shows how you can be a far better knowledge practitioner just by releasing the power of talking in your organization A fine example of the new generation of knowledge books Larry Prusak author Working Knowledge visiting scholar Marshall School of Business University of Southern California and senior knowledge advisor to World Bank and NASA This book meets an urgent need within leadership practices an effective conversational process for capturing and transferring deep smarts Stephen Denning author The Leader's Guide to Radical Management and The Secret Language of Leadership Leaders have long known that the know how of experienced teams is key to their organizations ability to achieve strategic goals The challenge has always been to distill this wisdom and deploy it in a way that maximizes and accelerates its impact on organizational effectiveness This book provides a practical approach to addressing this challenge and in so doing improves competitiveness Paul Lucidi chief information officer Insulet Corporation A fantastic replacement for the long dormant and never used lessons learned repository This book provides well documented and effective tools for really learning from your organization As our business continues to go through transformational change I hope to make good use of the Knowledge Jam to make that transformation efficient Sheryl Skifstad senior director Supply Chain IT at a Fortune 100 company

Organizational Knowledge Dynamics: Managing Knowledge Creation, Acquisition, Sharing, and Transformation Bratianu, Constantin, 2015-03-31 Promoting organizational knowledge is an important consideration for any business looking toward the future Understanding the dynamics of knowledge intensive organizations is a crucial first step in establishing a strong knowledge base for any organization Organizational Knowledge Dynamics Managing Knowledge Creation Acquisition Sharing and Transformation introduces the idea that organizational knowledge is composed of three knowledge fields cognitive knowledge emotional knowledge and spiritual knowledge This book is useful for graduate students researchers and practitioners in knowledge management intellectual capital human resources management change management and strategic management *Knowledge Management in Organisations* Lorna Uden, I-Hsien Ting, 2024-06-21

This book constitutes the proceedings of the 18th International Conference on Knowledge management in Organizations KMO 2024 which took place in Kaohsiung Taiwan during July 29 August 1 2024 The 33 full papers were carefully reviewed and selected from 72 submissions The papers are organized in subject areas as follows Knowledge Transfer and Sharing Knowledge in Business and Organisation Innovation and Knowledge Creation KM and Education KM Process and Model Information and Knowledge Management Systems AI IT and New Trends in KM and Healthcare

Knowledge Management in Theory and Practice, third edition Kimiz Dalkir, 2017-12-22 A new thoroughly updated edition of a comprehensive overview of knowledge management KM covering theoretical foundations the KM process tools and professions The ability to manage knowledge has become increasingly important in today's knowledge economy Knowledge is considered a valuable commodity embedded in products and in the tacit knowledge of highly mobile individual employees

Knowledge management KM represents a deliberate and systematic approach to cultivating and sharing an organization's knowledge base. This textbook and professional reference offers a comprehensive overview of the field. Drawing on ideas, tools, and techniques from such disciplines as sociology, cognitive science, organizational behavior, and information science, it describes KM theory and practice at the individual, community, and organizational levels. Chapters cover such topics as tacit and explicit knowledge, theoretical modeling of KM, the KM cycle from knowledge capture to knowledge use, KM tools, KM assessment, and KM professionals. This third edition has been completely revised and updated to reflect advances in the dynamic and emerging field of KM. The specific changes include extended treatment of tacit knowledge, integration of such newer technologies as social media, visualization, mobile technologies, and crowdsourcing; a new chapter on knowledge continuity with key criteria for identifying knowledge at risk; material on how to identify, document, validate, share, and implement lessons learned and best practices; the addition of new categories of KM jobs; and a new emphasis on the role of KM in innovation. Supplementary materials for instructors are available online.

Principles of Knowledge Auditing

Patrick Lambe, 2023-05-02. A comprehensive theoretical and practical guide to the operating principles of knowledge auditing, illustrated with numerous case studies. A knowledge audit provides an at-a-glance view of an organization's needs and opportunities. Its purpose is to improve an organization's effectiveness through a better understanding of the dynamics and levers of knowledge production, access, and use. However, this developing field is hampered by the lack of a common language about the origins and nature of knowledge auditing. In *Principles of Knowledge Auditing*, Patrick Lambe integrates the theory and practices of the field, laying out principles and guidelines for a clearer and more pragmatic approach to knowledge auditing that makes it more accessible to practitioners and researchers. Lambe examines knowledge auditing in the context of the development of communications, information, and knowledge management in the twentieth century. He critiques and clarifies ambiguities in how knowledge audits are approached and described, as well as how the results are conveyed within organizations. He discusses the benefits and risks of knowledge management standards. Knowledge auditors, he says, need a common frame of reference more than they need standards. Standards have their uses, but they provide only markers and signposts and are poor representations of the richness of the landscape. He concludes with a set of guiding principles for practitioners.

Ask Magazine, 2008

Hire Smart and Keep 'Em

Joan C. Curtis, 2012-07-19. This timely professional

development guide reveals what it takes to recruit and retain quality talent by providing smart hiring techniques for interviewing, assessing, and screening applicants. One of the most important jobs of any manager is hiring the right people. Even in organizations with a human resources department, the final hiring decision often falls on a manager who has never been trained in effectively assessing a candidate's character or skill set. Additionally, the interview process itself is fraught with legal pitfalls, making this seemingly simple task one that could become costly and problematic if mishandled. This book teaches the critical techniques for selecting the right person for the job and the strategies that eliminate expensive hiring

mistakes Hire Smart and Keep Em How to Interview Strategically Using POINT lays out a proven method the POINT process for recruiting and retaining high quality employees A renowned business coach Joan C Curtis illustrates how interviews can be strategically conducted demonstrates how illegal interview situations can be avoided and explains how the latest technology can be implemented to make the whole process go smoothly Doctor Josephine: a Love Story of Profit-sharing Willis Barnes,1901 Strategic Interviewing Joan C. Curtis,2000-09-30 She lays out the concept of strategic interviewing its definition and applications and provides the practical examples you need to operationalize it The result is a complete view from planning to the actual interview including team interviewing plus an important analysis of the entire hiring process Jacket **Interpersonal Skills in Organizations** Suzanne C. De Janasz,Karen O. Dowd,Beth Z. Schneider,2006 Takes a fresh thoughtful look at the key skills necessary for personnel and managerial success in organisations today Contents Unit 1 Intrapersonal effectiveness understanding yourself 1 Journey into self awareness 2 Self disclosure and trust 3 Establishing goals by identifying values and ethics 4 Self management Unit 2 Interpersonal effectiveness understanding and working with others 5 Understanding and working with diverse others 6 The importance and skill of listening 7 Conveying verbal messages 8 Persuading individuals and audiences Unit 3 Understanding and working in teams 9 Negotiation 10 Building teams and work groups 11 Managing conflict 12 Achieving business results through effective meetings 13 Facilitating team success 14 Making decisions and solving problems creatively Unit 4 Leading individuals and groups 15 Power and politicking 16 Networking and mentoring 17 Coaching and providing feedback for improved performance 18 Leading and empowering self and others 19 Project management **Interpersonal Skills Business** Dowd,Suzanne C. De Janasz,2005 **The Faith-sharing New Testament with the Psalms** H. Eddie Fox,George E. Morris,1996 Designed as a tool for leading persons to accept Jesus Christ as Lord and Savior and share that faith with others This NRSV version contains over 25 of questions and answers which provide a framework for learning and witnessing one s faith Each question is confirmed by Scripture This New Testament is a tool provided for anyone eager to learn the essentials of the faith and how they share his or her faith with others **Interpersonal Skills in Organizations** Suzanne de Janasz,Karen Dowd,Beth Schneider,2008-02-04 Interpersonal Skills in Organizations by de Janasz Dowd and Schneider takes a fresh thoughtful look at the key skills necessary for personnel and managerial success in organizations today Chock full of exercises cases and group activities the book employs an experiential approach suitable for all student audiences The book is organized into 4 distinct sections Understanding Yourself Understanding Others Understanding Teams and Leading that can be used collectively or modularly depending on the instructor s preference and student audience need The emphasis in this edition focused on making the text more current along with making the text pedagogically effective for students and instructors **Lily Christine** Michael Arlen,1928 **Sharing Knowledge in Organizations** Lisa Dickstein Epstein,2000 **Consortia and Resource Sharing** Marilyn Anne Jensen,1983 **Sharing Architecture** Robert L. Vickery,1983 Communicating and

Relating Jacquelyn B. Carr, 1991

General Revenue Sharing and the States Linda Brown, 1975

Unveiling the Energy of Verbal Artistry: An Emotional Sojourn through **Sharing Hidden Know How**

In a world inundated with screens and the cacophony of quick connection, the profound power and mental resonance of verbal beauty often fade in to obscurity, eclipsed by the constant assault of noise and distractions. However, nestled within the musical pages of **Sharing Hidden Know How**, a fascinating work of fictional splendor that impulses with fresh thoughts, lies an unique journey waiting to be embarked upon. Published by a virtuoso wordsmith, that mesmerizing opus instructions visitors on a mental odyssey, lightly exposing the latent potential and profound influence stuck within the complicated internet of language. Within the heart-wrenching expanse of this evocative analysis, we will embark upon an introspective exploration of the book is main subjects, dissect its interesting publishing style, and immerse ourselves in the indelible effect it leaves upon the depths of readers souls.

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