

Knowledge Workers



After reading this chapter you will be able to

- Understand the significance of the increased overhead on knowledge workers associated with a Knowledge Management project
- Understand the applicability of Business to Employee (B2E) management in a knowledge-management initiative
- Appreciate the concerns of knowledge workers, including decreased job security
- Appreciate methods of developing and maintaining knowledge worker loyalty
- Understand how to encourage the formation of communities of practice
- Understand the importance of education in enhancing knowledge workers' effectiveness and the value they add to the corporation

In the realm of Knowledge Management (KM), employees and managers who contribute significantly to the intellectual capital of the company are called knowledge workers. In practice, the distinction is a matter of degree, in that even manual laborers bring to their company the knowledge of their trade. What's more, whether employees are valued