

culture from knowledge sequestering to knowledge sharing, employee education, realistic implementation timelines, and managing risk. The chapter ends with a look to the future of Knowledge Management as it relates to information technology, process, and organizational change.

Further Reading

This section lists some of the more relevant works in the area of Knowledge Management, at a level appropriate to a chief executive or upper-level manager.

Glossary

The glossary contains words defined throughout the text as well the most common terms a reader will encounter in the Knowledge Management literature.

How to Use This Book

For those new to Knowledge Management, the best way to tackle the subject is simply to read each chapter in order; however, because each chapter is written as a stand-alone module, readers interested in, for example, the economics of Knowledge Management can go directly to Chapter 7, “Economics.”

Throughout the book, “In the Real World” sections provide real-world examples of how Knowledge Management is being used to improve corporate competitiveness and ability to adapt to change. Similarly, a “Tips & Techniques” section in each chapter offers concrete steps that the reader can take to benefit from a KM initiative. Key terms are defined in the glossary. In addition, readers who want to delve deeper into the business, technical, or corporate culture aspects of Knowledge Management are encouraged to consult the list of books and publications provided in the Further Reading section.