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Sharing Hidden Know-How: How Managers Solve Thorny Problems with the Knowledge Jam

By Katrina Pugh

John Wiley and Sons Ltd. Hardback. Book Condition: new. BRAND NEW, Sharing Hidden Know-How: How Managers Solve Thorny Problems with the Knowledge Jam, Katrina Pugh, 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...


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