

Knowledge Management Australia 2017

What is your definition of Knowledge Management?

Knowledge Management is the set of actions by which people use information to drive improved business outcomes and decision making. It is supported by KM disciplines such as accountability, and KM behaviours such as collaboration.

"Sharing what YOU know and learning from others"

"When we manage knowledge it's not only about keeping stock of knowledge content that's important to our stakeholders - but more so from broadening the CHANNELS through which insights, expertise flow. Focusing on this really brings the knowledge advantage alive."

1. Knowing our know-how is now in HowNowÂ® (Joking. Kind of. Is self-promotional!) :) 2. Systematically imparting relevant value-adding know-how to our people. (All the other elements of capturing, codifying, sharing etc. of knowledge -- common in definitions of knowledge management -- are only a means to an end, and that is *imparting* the knowledge. Also, we prefer to refer to know-how rather than knowledge because know-how, in our view, infers knowledge that leads to value-adding action, not knowledge for knowledge's sake.)

A company's repository of knowledge that successfully caters for the bus factor - what happens if XYZ is hit by a bus today.

A holistic approach to meeting the vision of the organisations strategic plan, by making best use of knowledge. It involves the analysis, design, implementation and review of both social and technological processes to improve the sharing of knowledge between the organisations stakeholders.

A management approach to developing and supporting cross-company collaboration, knowledge sharing, information management, strategic learning and business process improvement.

A streamlined and dynamic process that enables information and knowledge, both codified and intangible, to be shared and accessed in real-time by all members both within and external to an organisation, as required by its objectives.

Ability to leverage in on ones expertise base, learnt lessons and experiences (IC) across all project engagements (in context of our organization) to a)increase operational efficiencies, b)enhance client experiences (Client Delight of internal & external), c)create new business opportunities (revenue focus -> attributing to shareholder delight) thus, creating a competitive advantage to the organization as a whole.

All Experiences, lessons learned, skills, methodologies, knowledge of the organization.

An interdisciplinary program that works to exploit existing strengths to retain survival competencies and explore new areas based on emerging opportunities to create differentiating competencies continuously .

Any things learn from all activities(Planning & tracking) shall be shared to all

best use, store and dissmination of knowledge which contributes the growth and prodcutivity of the organsiataion.

Bottling Fog!

control of accumulated value in documents and communications for further exploitation with increased profit margin

Creating clear paths to information.

<p>Developing and maintaining systems and processes to maximise the value of intellectual assets.</p>
<p>Effective Utilization of the available knowledge and building Artificial Intelligence on the top to prevent rework, redundancy proactively also building Innovations</p>
<p>Efficient processing, management, sharing and storage of business information.</p>
<p>Ensuring that staff have the information, skills, ability and experience to provide satisfaction to their customers, both internal and external. Providing staff with the incentive, ability and opportunity to share their requirements with others.</p>
<p>Facilitating the flow of information and knowledge - to increase the capacity of individuals and teams to act effectively, and the capability of the organisation to create value</p>
<p>Facilitating the sharing and passing on of knowledge both informally and formally.</p>
<p>First Time Right is the goal for our organisation, after all this is really what the client really wants. KM is about establishing a common view of client's needs for services, what the clients are willing to pay for those services and what time expectations they have for delivery of the service. Finally it incorporates performance reporting back to the clients and our staff to ensure we are fulfilling on the service criteria.</p>
<p>From the point of view of an individual, it is the strive for application of knowledge to create and disseminate knowledge. From the point of view of an institution, it is the maximisation of performance by utilizing existing knowledge by means of all technologies. The aim will be on rational utilization for repacking knowledge in different forms.</p>
<p>Generating and synthesizing knowledge and information from the people for the people.</p>

Getting people to be open about the stuff in their heads, share it with others and deliver better results for our clients

Good KM should provide a seamless architecture for users to find something they need or didn't know they needed.

handling and management of critical data

Having a common repository, with adequate access control, used to share information on past best practices and performance data for improvement in future.

Having a way of sharing, capturing, categorising, prioritising and utilising the experience, skills and expertise of people in an organisational community so great things can be achieved - staff confidence, efficiency, moral and a nimble "light on your feet" service delivery to customers that says "We've got our act together"

Having what you need, when you need it, as concisely as possible, in an easily accessible format. No fluff!

I am one of those who believe you can't really 'manage' knowledge, but having said that I have always thought it related to the way an organisation/individual creates, shares, grows, reuses, stores and otherwise builds upon knowledge for organisational and/or personal benefit. This means I also believe in personal knowledge 'management' as a field.

I don't believe you can manage other people's knowledge, but I firmly believe that you can share your knowledge with them. So I use the term knowledge sharing, not knowledge management, in my workplace - and it seems to be working.

I don't think you can define Knowledge Management as I don't believe you can actively 'manage' knowledge. You can manage the 'stuff' that contributes to knowledge e.g. people, information, technologies. Its the utilisation of these that produce 'knowledge'

I like to borrow NASA's definition as I believe it is quite complete "Knowledge management is getting the right information to the right people at the right time, and helping people create knowledge and share and act upon information in ways that will measurably improve the performance of NASA and its partners. For NASA this means delivering the systems and services that will help our employees and partners get the information they need to make better decisions."

I prefer the term knowledge services to knowledge management and think the term KM is somewhat of a misnomer.

identification, collection, creation, archiving, access, retrieval, analysis, publication, sharing and delivery of all forms of useful information from external and internal sources across and within an organisation for the benefit of all stakeholders.

Identifying, extracting, sharing, storing, retrieving and learning from the know how and experience of our employees, as well as the experience of the organisation throughout its lifespan.

If an organization is viewed as a knowledge system, then knowledge management is essentially the management of the organization. It is therefore important to consider what KM could do to organization management than to consider the epistemological development of the KM definition. Firstly, knowledge management should not be considered merely as systems or practices like e.g. management by objectives, TQM etc., but rather as a holistic management paradigm that cut across various organizational operations. In a way, this is similar to HRM in which both are relevant to all levels of operations, but maybe more relevant on certain levels than the others. Secondly, each organization may consider knowledge management to be important to certain aspects of the organization's operations, where knowledge plays the key role as the hard-to-imitate sustainable competitive advantage. Therefore, KM could be manifested in any aspect of organizational management: project management, strategic management, supply chain management, customer relationship management, innovation management etc., depending on how it may help to sustain the organization's competitive advantage. In short, the concept of KM emerges as the landscape of competition shifted from capital and labor-intensive to knowledge-intensive, and it is relevant only when it addresses the business needs, the strategic directions, and the operating environment of the organization. Hence, I'd call this the competitive advantage view of knowledge management.

If knowledge is power then knowledge sharing is empowerment!

Improving business processes by applying knowledge management techniques

Information, know-how and experience being shared in context and when required between skilled knowledge workers.

Is the means by which organisations create an organic learning environment. Where information sharing, employee empowerment, learning networks are encouraged and fostered in an organisations culture, values and strategic directions.

It is systematic data management of company's data with help of process and tools. The process which can be applied are configuration and data management. All the company's data is knowledge to a relative team or group which can be helpful for future projects and decisions. There has to be plan and process in place to share the knowledge with respective stakeholders. There can be derived (filtered) knowledge in form of dashboards and metrics based on the raw knowledge stored in the form of data. There is also link with business intelligence which is based on the derived data from the accumulated knowledge database of the company. Hence, Knowledge management can encompass configuration management, data management, business intelligence. Again knowledge management can have relative meaning from company to company and may consist of single/multiple components mentioned above.

IT wise: A centralised system or 'one truth source' of information 'ideally' available at the click of the button.
Human wise: Embracing a philosophy company-wide to share knowledge to ensure a consistent approach, methodology and delivery of service... Or something like that...

It's what we do

KM is a broad concept that addresses the full range of processes by which the organisation deploys knowledge. These processes include the acquisition, distribution and use of knowledge in the organisation to support its specific business aims and objectives.

KM is a conscious approach to: capturing information (in the form of written documents; electronic records; published information; records of conversations; IP; stuff people know; where to look for information etc etc); sharing information; learning; in order to support better organisation outcomes.

KM is a process of managing individual knowledge and organizational knowledge in order to achieve the strategic goals of the organization.

KM is a set of practices and tools which aim to share knowledge both by capturing it within information, and by providing mechanisms for real-time knowledge exchange between individuals.

KM is a structured plan to improve creation, distribution or use of knowledge. It is a process of turning corporate knowledge into corporate value.

KM is an approach to improve organisational learning through maximising the use of knowledge.

KM is being able to improve any aspect of your life and that of the people around you because you were able to draw from a quick and well-organized data bank or community of other users (face to face or virtual sharing) new concepts, ideas, solutions to problems, strategies, lessons learned to benefit and get advantage not only the user, but his/her immediate colleagues. KM should be able to strengthen the weakest link in any organization.

KM is the building and adopting of interpersonal relationships and communication networks that facilitate the dynamics of knowledge flows throughout communities who are culturally encouraged to share their insights; helping each other for the benefit of everyone involved.

KM is the practice of collecting, collating and distributing knowledge in ways to enhance business practice, empower staff and customers, and lay foundations for the future.

KM is the practise of ensuring that intangible information on processes, procedures, development, people and systems is shared and encouraged within an organisation. This can be exemplified by a "warm seat" policy ensuring that information known by few people is shared with or transferred to many.

KM means identifying, preserving and sharing corporate information so the department can work as efficiently and effectively as possible to achieve business outcomes.

KM needs to be implemented in the organization. which helps the organization to grow strongly and effectively . it brings closure the gap between the people.Libraries play the best role in supplying knowledge management.Knowledge Management programs are typically tied to organisational objectives and are intended to achieve specific outcomes, such as shared intelligence, improved performance, competitive advantage, or higher levels of innovation.

Knowledge accessible anywhere, anytime on any device to the right people at the right time”.

knowledge is a state of mind - retrieving information from systems and persons in the organization, sharing the information and learning for it so new knowledge is created for the future (through experience).

Knowledge is personable, it is comprised of both currently relevant and irrelevant information. Knowledge Management brings people together, electronically or physically, to share and access information, past, present, or future, that is relevant to the advancement of their own personal goals, organisational goals and beyond.

Knowledge management Can knowledge be managed? Knowledge is highly personal, while management involves organisational processes. Managing it requires turning personal knowledge into corporate knowledge that can be widely shared throughout an organisation and appropriately applied. Knowledge is increasingly being recognised as a crucial organisational resource, that gives market leverage.

Knowledge management comprises a range of practices used by organisations to identify, create, represent, and distribute knowledge for reuse, awareness, and learning across the organisations.

Knowledge management comprises a range of practices used by organisations to identify, create, represent, and distribute knowledge for reuse, awareness, and learning across the organisations.

Knowledge management gets the right information to the right people, in the right way, at the right time, even when they don't know what information they want, and may involve formal and informal systems, social and community interactions.

Knowledge management includes a combination of practices used by organisations to identify, create, represent and circulate the knowledge so generated learning and reusing.

Knowledge Management is a consciously systematically accomplished direct and indirect manipulation of all of a company's potentially available knowledge carrier's knowledge as well as of the company's underlying knowledge processes through adequate actions so that all involved parties gain advantage.

Knowledge Management is a discipline that enables recognition of the value of things that are known but not available as accessible information. It facilitates the effective encoding and gathering of that knowledge into information so that it can be shared.

Knowledge management is a discipline that treats intellectual capital as a managed asset. It is not a centralised database that contains all the information known by an organisation's workers. It is the idea of gaining contextualised insights from a variety of sources. Knowledge management aims to get the right information to the right people at the right time.

Knowledge Management is a focus on the flow of knowledge within the organisation to ensure that its people and groups are well-equipped with the right knowledge at the times they choose to need it to achieve the best possible results from their actions.

Knowledge management is a method / tool that enable knowledge to be captured, shared and re-used to deliver business value. It facilitates a structured understanding of an individual in the know-how and know-why when using the available information and by doing that making knowledge more productive.

Knowledge Management is a strategy used by organisations to identify, create, represent, and distribute documented and undocumented information assets.

Knowledge management is a tool that enable one to "know why" and "know how" to make knowledge sharing productive and use the available information wisely.

Knowledge management is a trans-disciplinary approach that integrates tools, techniques, and strategies to retain, organise, share, analyse, improve, and apply business expertise. It is a disciplined, deliberate, purposeful, and conscious method to manufacture knowledge from data, information and experience. Of necessity it involves the design, implementation and review of processes to improve knowledge creation and sharing behaviours. Ultimately knowledge management relies on individual and collective discipline to follow organisational process to achieve business objectives.

Knowledge Management is about being efficient with the IP that exists within an organisation. Valuing it, protecting it, placing it in a central location and then communicating to every level how to access and add to it. It's the key to success. It's the way to stop chasing your tail. Staff are motivated when they're informed. Staff are happy when they can share and learn from each other.

Knowledge Management is about collaborating in the workplace to turn personal knowledge into corporate knowledge that can then be widely shared and applied to give the organisation value-added benefits and a competitive advantage.

Knowledge Management is about communication, collaboration, connections. It is about providing an enabling structure, processes and culture that help staff to find the right knowledge at the right time. It's about establishing the systems and processes that enable a free flowing of knowledge and information. Knowledge Management is an 'umbrella' term that encompasses a range of enablers that 'sit' in different parts of the business.

Knowledge Management is about taking data, transforming it into information, transforming that information into knowledge and from there growing it into Wisdom.

Knowledge management is an evolving discipline that describes the strategies used to ensure knowledge is shared in such a way that it can be turned into action.

Knowledge Management is an inappropriate term as knowledge is generally understood to be defined as "what people know", so knowledge cannot be managed or captured by a third party. However knowledge shared by transferring the knowledge into useable information is a reasonable concept. Therefore I would suggest that the term Managing Knowledge is a more reasonable rationale. A person responsible for managing knowledge would encourage "the people in the know" to share their knowledge and also act as the facilitator to enable the gained information to be processed, delivered, transmitted and re-used. To ensure continued knowledge flow, the environment in which knowledge is created must be managed.

Knowledge Management is different for different organisations. For my organisation it is the "Improvement of business processes, management of documents and records and support of business activities to help the business work smarter, work faster and communicate more easily"

Knowledge management is essentially about facilitating the processes by which knowledge is created, acquired, categorized, stored, shared and used in an organization.

Knowledge Management is generating value (qualitative / quantitative) of all available knowledge assets in an organization.

Knowledge management is not only about managing knowledge assets but managing the process including developing knowledge, preserving knowledge, using knowledge and sharing knowledge.

Knowledge Management is organising and controlling individual and organisational experience, skills, practice and understanding combined with data and information to produce, influence, interpret or predict an event or outcome. (With apologies to Graham Durand-Law).

Knowledge management is organizational context, data represents facts or values of results, and relations between data and other relations have the capacity to represent information. Patterns of relations of data and information and other patterns have the capacity to represent knowledge. For the representation to be of any utility it must be understood, and when understood the representation is information or knowledge to the one that understands.

Knowledge management is the broad collection of processes that govern the creation, dissemination, and utilisation of knowledge to fulfil strategic organisational objectives.

Knowledge Management is the field of endeavour of fostering, monitoring and controlling the distribution of learnings among an organisation's staff.

Knowledge management is the handling, recording, storing, sorting, searching, dissemination, etc. of all corporate and personal knowledge, information and data.

Knowledge management is the managing of knowing and know-how

Knowledge Management is the means by which all information essential to an organisation is findable and usable by everyone that needs it.

Knowledge management is the name of a concept in which an enterprise consciously and comprehensively gathers, organizes, shares, and analyzes its knowledge in terms of resources, documents, and people skills.

Knowledge management is the organisation and associated values of the information relevant to the company area that created these assets. It is relativist because value is problematic as some forms of knowledge are more valuable within a local environment rather company wide environment.

Knowledge Management is the organisational facility to make sense of information so that individuals and teams can take more effective action.

Knowledge Management is the organisational framework required to allow people to share what they know and learn what they don't.

Knowledge management is the practice of generating, organizing, processing and sharing of knowledge within an organization for reuse, learning and awareness creation

Knowledge Management is the process of capturing and making use of people's collective expertise anywhere in the organization by leveraging on technology.

Knowledge management is the transfer and combination of both tacit and non tacit information to become knowledge.

Knowledge management is where people come together to share their knowledge, to learn from each other and to work more effectively together to meet both the business objectives and their personal objectives.

Knowledge Management, therefore, attempts to bring under one system a set of practices various strands of thought and practice relating to: intellectual capital and the knowledge worker in the knowledge economy the idea of the learning organization. In the case of the University the learning organization is the Pedagogic System.

Knowledge might be power, but knowledge management is about sharing that power around so that everyone is on the same page or at least knows who has already read the page and can summarise it for them.

Let me just ask my secretary

Making more efficient use of the human knowledge that exists within an organization

Manage the knowledge you acquired in a formal way

Management of knowledge to get the same perception

Management of the IP of the organisation - using many and varied techniques.

Management of the processes staff use to acquire, retrieve and update information and knowledge they need to perform their work

Management people to share their expertise and experiences to boost the organisation's competitiveness.

Managing the explicit and tacit knowledge at the most appropriate manner and ensuring that knowledge gaps are minimised, if not eliminated.

Managing for better outcomes

Managing how explicit and implicit knowledge is contributed, stored, shared and creating value out of these information.

Managing the information and knowledge that I have so my clients achieve their goals and reengage me for further consultancy work.

Managing the knowledge..be it in the brains of people or documents or in electronic form. Knowledge Management should deal with maintaining the flow, confidentiality of the knowledge

More effective management and synthesising of information to derive output in the form of valuable knowledge to serve the organisational purpose.

My own defination of Knowledge Management is the sharing and storing of knowledge in a manner that is easy for everyone, be it a lay man or a professional, to understand, assimilate, apply and retrieve.

Never having to say you're sorry.

Organization of information that provides basis for decision making

Our collective brainpower

Personal KM: Knowing how to find out who knows what, and how to find out what there is to access, and having easy access to 'browse' materials and contact people in a way that lets you cast a net that will catch what you need to know or point you to where you want to go. A combination of a networking capability and something somewhat equivalent to the old 'how to use the reference room at the library' classes plus the old 'browsing the stacks in the right area of the library' activity (except it's now likely to be on-line and/or in person through a social network).
Organisational KM: Providing or developing the capabilities and tools to support this behaviour in the organisation.

preserve, grow and apply the most important experiences that matter most to the organisation when experts leave the organisation.

Proactive communication of information for supplementing internal capabilities, applying universal knowledge, and raising awareness of needs and solutions.

process of gathering, storing processing (packeaging and) distributing them

Provision of leading research and services to enable better decision making for the practice and business of law

realising the full potential value of intellectual asset within the business

Recognition and appropriate shared use of corporate information

Right information to the right person at the right time!!!

right information, right time, right people

Share and capture knowledge for company's objectives or goals

Sharing and Caring. Sharing provides the means, caring provides the culture.

sharing and developing and using information.

Sharing Information - Taking information stored in each persons brain, that is relevant to the organisation, and providing it to others.

Sharing knowledge with the right people.

storing and making accessible all knowledge as it is learnt

Storing information in a central location that is readily accessible to those who can use it in there everyday work activities

Strategic approaches to create, retain and leverage organisational innovations and knowledge assets by creating a robust knowledge process framework to enable collation, organisation and dissemination to the right people at the right time to create business value.

Strategic approaches to create, retain and leverage organisational innovations and knowledge assets by creating a robust knowledge process framework to enable collation, organisation and dissemination to the right people at the right time to create business value.

The ability to ensure that employee and company knowledge is shared in a formal practical format in order to leverage economies to benefit the company.

The ability to gather, analyse and disseminate information in a systematic way that ultimately enhances and assists the company to perform outstandingly.

The ability to transfer or store (central respository of data) information that is inherent within an organisation.

The actions and behaviours that bring about the communication, storage, use, development and recognition of the value of knowledge.

The application of knowledge to business processes and opportunities to generate value.

The capture, categorisation and distribution of corporate knowledge to appropriate resources that leads to further benefit being realised by the organisation.

The capture, storage and accessibility of diffusive information within an organisation

The capture, management and dissemination both internally and externally, ie employees, customers, etc of all the information that an organisation generates.

The collecting, collating sharing and reusing of information, tacit or explicit, whether written or oral, for the benefit, and better efficiency, of the firm and its clients.

The discipline of identifying, capturing, sharing and applying tacit and explicit knowledge which is applied to support the organisation's objectives

The effective and imbedded sharing of insights, understandings and perceptions of activities and concepts within an organisation, that results in recognisably beneficial outcomes for all involved.

the explicit, systematic management of crucial organisational information which promotes knowledge gathering and sharing across the organisation leading to better performance.

The identification, acquisition and structured access to information for enhancing business execution.

The management and understanding of how contextualised information and personal experiences is stored, accessed, and passed on to benefit the entire organisation, so that the right person has the right knowledge at the right time to complete the task at hand in the best and most efficient manner.

The optimum management of an enterprise's information assets.

The organic process of transferring personal learning between colleagues.

The people, process and information that the organisation creates, captures, accesses, stores, uses and provides in what form including intangibles, internally and externally to continually improve.

The process of analysing knowledge needs, storing knowledge and being able to distribute knowledge effectively.

The process of capturing an organization's collective experience, whether it resides in databases, on paper, or in people's heads and subsequently distributing it to wherever it has the biggest payoff.

the process of defining and establishing systems for sharing and development of an organisation's knowledge, to enable achievement of corporate objectives.

the process of knowledge acquisition, analysis, creation, distribution and utilization

The processes and activities that when combined, ensure that knowledge is identified, created, stored and shared within an organisation.

The processes and practices an organisation uses to identify what is the "glue" that holds the organisation together, and the application of knowledge gathered to garner leverage to achieve business objectives and best practice customer service. These processes and practices should look at how systems, structures and people intersect and interact.

The processes of creating, codifying, classifying, searching, distributing and measuring knowledge for in context institutional and personal use.

The processes, behaviours and infrastructure that enable people in our organisation to collect, share and apply information, leading to actions that deliver world class outcomes for our customers.

The retention, discovery and dissemination of knowledge and information.

The sharing of knowledge enabling others to learn and improve on what they currently know.

The synergy between an organisations people, systems, process and policy that facilitates and provides meaningful output from multiple input sources. The quality of the output is a direct result of the effectiveness of the KM within the organisation.

The systematic process of creating, maintaining and nurturing an organization to make the best use of knowledge to create business value and generate competitive advantage.

The transfer and leverage of knowledge and contents from critical people networks by applying toolkit like technology, system and process.

The use of networks (internally and externally in some cases) or other means to share knowledge. It is essential to stop the knowledge that is being built up over the years disappearing when a staff member leaves or retires. The management of this knowledge doesn't always appear to have a high priority in some companies - to their detriment. I have worked within a knowledge management network facility at a previous company and watched the value of it growing each year.

The way in which knowledge relevant to an organisation (including tacit knowledge) is captured and shared throughout the organisation

The way in which we identify, create, represent, and distribute organisational knowledge to enable organisational learning, raised awareness and allow reuse of the knowledge.

There are lots of "stock" answers to this definition in the literature. However, where effective knowledge management practices in place (compared to rivals not adopting such strategies). Our firm is able to leverage our "true" asset base including all knowledge "inhering" formally or informally "within" towards a concentrated focus on the firm's strategies for a superior ROA and richer firm culture which rival firms cannot imitate.

There are many according to the books. My definition is: KM makes sure that IP is created, captured, collected and made available so that the company does not have to reinvent the wheel all the time and the company can learn from past mistakes. To me it has strongly to do with organizational learning. >>>> my correct email address is bettinamairwto@hotmail.com. Unfortunately your form does not allow to complete my address!!!!!!!!!!!!!!

This is the trick question, right? The one that wins the Singapore prize... Knowledge Management is an essential business process that helps all members of an organisation achieve strategic, tactical and operational goals by ensuring that knowledge, in all its forms, is available, reliable, relevant and used effectively.

To generate value from the firm's intellectual and knowledge based assets resources

To harvest and store knowledge within the company to increase productivity

Treating the knowledge component of business activities as an explicit concern of business reflected in strategy, policy, and practice at all levels of the organization and making a direct connection between an organization's intellectual assets — both explicit [recorded] and tacit [personal know-how] — and positive business results. In practice, knowledge management often encompasses identifying and mapping intellectual assets within the organization, generating new knowledge for competitive advantage within the organization, making vast amounts of corporate information accessible, sharing of best practices, and technology that enables all of the above

Unfortunately there is no simple definition of knowledge management that people can agree on. My personal favourite is: "Discipline within an organisation that ensures that the intellectual capabilities of an organisation are shared, maintained and institutionalised." Reference: http://www.dream-catchers-inc.com/White%20Papers/glossary_of_terms-AM.htm

very hard to give

Way leading to high quality in service and communication.

We are a knowledge based organisation - Our clients pay us for the unique insights that we provide to help them realise their opportunities or meet their challenges. We must maintain thought leadership in our domains in order to provide these insights. Knowledge management is simply what we do to keep ourselves at the leading edge.

We can't 'manage knowledge' - but we can manage the structures that help us explore, capture, connect, express, exchange and create knowledge. Knowledge, as opposed to 'information', implies a human element. Knowledge management in its most simple form, is helping people have conversations (or interactions) that they wouldn't have had if left to chance.

We don't use the term Knowledge Management or "KM" much. However, the way we define our approach is: engaging people to share what they know; apply this to address critical business issues, build the best ideas into the way they work, resulting in improved business performance. It's more about mobilising collective knowledge and applying it to achieve business purpose than "managing" it.

We try to steer clear of definition statements as much as possible, but if absolutely necessary we might trot out the following: multiple key words in this definition align to our firm's internal values and mission statements: "the systematic practice of harnessing and exploiting our intellectual assets to deliver value to our firm, employees and clients through efficiencies, innovation, and more effective service."

You know better to handle management system, in social and real life and improve your skills. You can use your knowledge in best way.

Your Knowledges and your Know-How : An Asset to improve every day

