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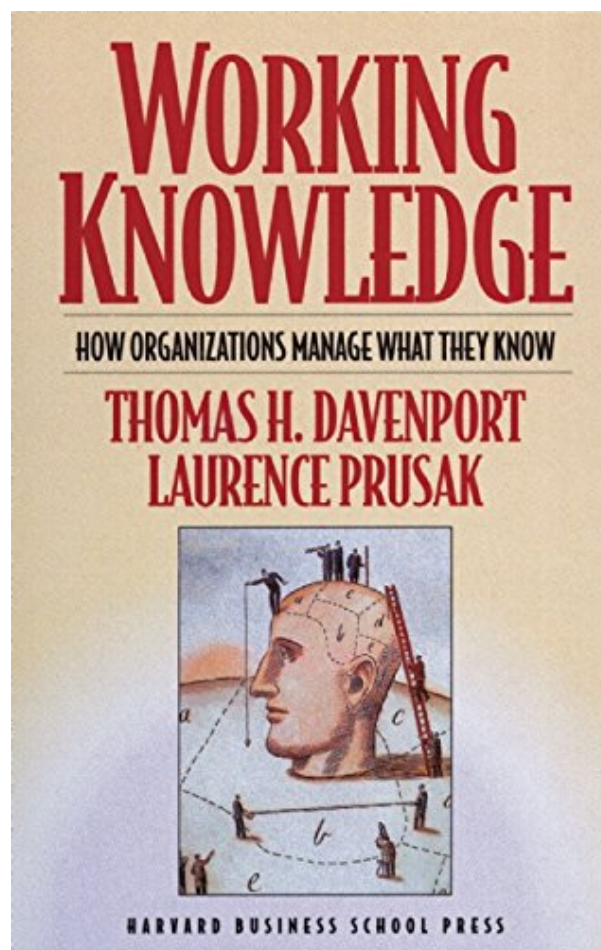

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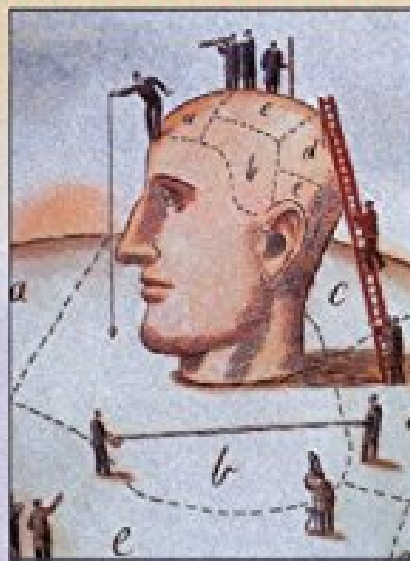
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Amazon.com Review
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Working Knowledge examines how knowledge can be nurtured in organizations. Building trust throughout a company is the key to creating a knowledge-oriented corporate culture, a positive environment in which employees are encouraged to make decisions that are efficient, productive, and innovative. The book includes numerous examples of successful knowledge projects at companies such as British Petroleum, 3M, Mobil Oil, and Hewlett-Packard. Concise and clearly written, Working Knowledge is an excellent resource for managers who want to better harness the experience and wisdom within their organizations.

From Library Journal
Having consulted more than 30 companies involved in KM initiatives, the authors pack their book with information on successful projects and cover issues ranging from corporate culture and employee behavior, to the role of information technology in KM and how to measure a project's success. A practical and thorough approach makes this one of the best books for readers new to the topic.
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Review
"Davenport and Prusak provide much more than another treasure map to the knowledge-management fields...[they] offer impressive lodes of actions you can actually start on Monday morning." -- American Way, June 15, 1998

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The definitive primer on knowledge management, this book will establish the enduring vocabulary and concepts and serve as the hands-on resource of choice for fast companies that recognize knowledge as the only sustainable source of competitive advantage. Drawing on their work with more than 30 knowledge-rich firms, the authors - experienced consultants with a track record of success-examine how all types of companies can effectively understand, analyze, measure, and manage their intellectual assets, turning corporate knowledge into market value. They consider such questions as: What key cultural and behavioral issues must managers address to use knowledge effectively? What are the best ways to incorporate technology into knowledge work? What does a successful knowledge project look like - and how do you know when it has succeeded? In the end, say the authors, the human qualities of knowledge - experience, intuition, and beliefs - are the most valuable and the most difficult to manage. Applying the insights of "Working Knowledge" is every manager's first step on that rewarding road to long-term success.

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0 of 0 people found the following review helpful.
The companion to Thinking for a Living by Davenport
By JayBe
Excellent book by a known author on knowledge management in organizations. Details how organizations rely on, utilize, nurture, or destroy and lose knowledge and knowhow. Thinking for a Living talks about managing knowledge workers, this book helps you to understand what 'knowhow' is. It is not simple, and often very un-obvious where and with whom it resides in an organization.

7 of 9 people found the following review helpful.
Great KM Systems Template
By Dr. Dan
The authors wrote this book 178 page book in 2000--it is still very relevant in 2004. Not only is this book clearly written providing a wealth of content on KM systems, it is also provides a very practical and realistic template for initiating a KM system.
The final chapter was a wonderful summary of the practicals to implementation:
-start small
-business problems relates to knowledge (loss of customers and key personnel, low win rates on service engagements, poorly designed products, etc.).
-a knowledge system is more than technology. You may start with an intranet and Lotus notes. More than a third in $, time and effort on the tech part, you're neglecting the other key factors.
-Getting content will take a while. It's easy enough to put the technology in place but getting the organization contribute and use content is a behavioral challenge. So, assess the culture of your organization before launching a knowledge initiative.
"What makes knowledge valuable to organizations is ultimately the ability to make better the decisions and actions on the basis of the knowledge".
Thanks Tom and Laurence for a great book.

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Five Stars
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Everything

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