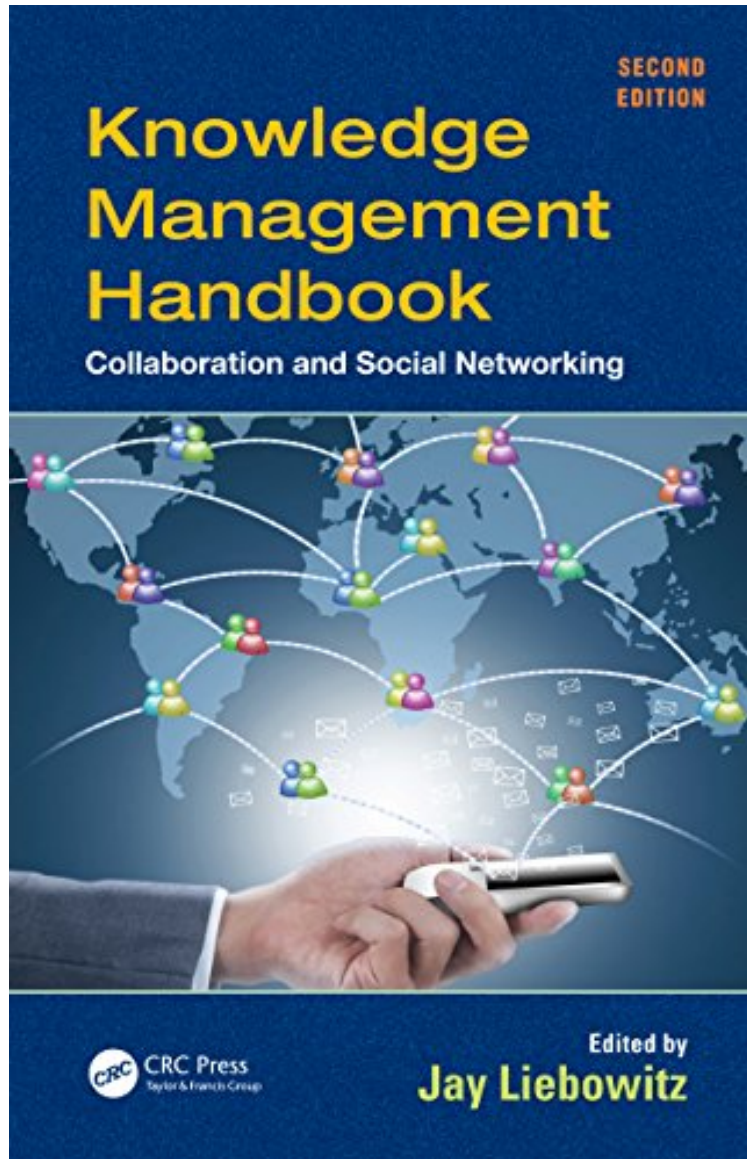


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Recent research shows that collaboration and social networking foster knowledge sharing and innovation by sparking new connections, ideas, and practices. Yet these informal networks are often misunderstood and poorly managed. Building on the groundbreaking, bestselling first edition, *Knowledge Management Handbook: Collaboration and Social Networking, Second Edition* focuses on two key elements in knowledge management: collaboration and social networking. To Innovate, Connect the People Jay Liebowitz, one of the top knowledge management authorities in the world, brings together 15 articles by researchers and practitioners who are among the leaders in their fields. They present numerous applications, concepts, techniques, methodologies, issues, and trends related to collaboration and social networking in a knowledge management context. They also point out areas that need more work, such as how to measure the impact of knowledge-sharing efforts in terms of innovation, profits, and customer perceptions. What Can You Learn from Your Informal Organization? Packed with case studies, this handbook explores how you can share knowledge, make connections, and generate new ideas through collaboration and interaction. It is a valuable reference and classroom text for those engaged in knowledge management, particularly from a collaboration and social networking perspective.

"... focuses on the most important features of modern-day knowledge management, and so is very much a new edition of the handbook compared to the 1999 edition, not just a re-tread The examples come from several countries and include not-for-profit organizations. This will be just what international business school classes need. ... a good source of practical examples" Professor John S. Edwards, Executive Dean, Aston Business School "Since the first *Knowledge Management Handbook* was published in 1999, "social" has become part of everyone's life; virtual interactions with relatives and friends, as well as collaborative efforts among teams of colleagues (at work or volunteer group efforts). The contributors to this volume are not concerned with institutions and organizations creating social networking opportunities for the sake of being "cool" and doing what the literature says other organizations (i.e., their competition) are doing. These are purposeful efforts making it possible and easy for individuals and teams of workers to share knowledge with one another. The cases highlighted in this second edition focus on how collaborative tools and knowledge sharing efforts facilitate goal achievement, often moving organizations in directions they had not thought to go before and pivoting more quickly than they'd been able to in the past. This ability to adapt to new situations and take advantage of opportunities as they arise is the penultimate goal of knowledge management (KM)." Barbie E. Keiser About the Author Dr. Liebowitz is the Orkand Endowed Chair of Management and Technology in The Graduate School at the University of Maryland University College (UMUC). He is ranked one of the top 10 knowledge management (KM) researchers/practitioners out of 11,000 worldwide and was ranked number two in KM strategy worldwide according to the January 2010 *Journal of Knowledge Management*. He is a Fulbright Scholar, IEEE-USA Federal Communications Commission Executive Fellow, and Computer Educator of the Year (International Association for Computer Information Systems). He has published over 40 books and a myriad of journal articles on knowledge management, intelligent systems, and IT management. His most recent books are: *Knowledge Retention: Strategies and Solutions* *Knowledge Management in Public Health* *Knowledge Management and E-Learning* *Beyond Knowledge Management: What Every Leader Should Know*