



The Knowledge Manager's Handbook: A Step-by-Step Guide to Embedding Effective Knowledge Management in your Organization

By *Nick Milton, Patrick Lambe*

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The way an organization manages and disseminates its knowledge is key to informed business decision-making, effectiveness and competitive edge. Because knowledge management is not a one-size-fits-all method, you need a framework tailored to your organization and its priorities. The Knowledge Manager's Handbook takes you step by step through the processes needed to define and embed an effective knowledge management framework within your organization.

Knowledge management experts Nick Milton and Patrick Lambe draw on their practical experience as consultants and project leaders to guide you through each stage of creating and implementing a knowledge management framework to answer your organization's specific needs. The framework takes into account the four essential aspects of knowledge management - people, processes, technologies and governance - and shows how each of these can be optimized to unlock the value of your organization's knowledge. With international case studies from organizations of all sizes and sectors, and user-friendly templates and checklists to help you implement effective knowledge management procedures, The Knowledge Manager's Handbook is the end to end guide to making a sustainable change in your organization's knowledge management culture.

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Editorial Review

Review

"If you are new to KM, this will be the book to help you get started quickly and surely. If you are already an experienced knowledge manager, you'll be surprised how this book can help you check your blind spots and show you how to move forward."

(Mavis Lee *Head of Knowledge Management, Singapore Army, Training and Doctrine Command*)

"A brilliant book with practical and grounded approaches, believable case studies and fabulous tips that made me want to revisit my entire KM programme!"

(Murni Shariff *Senior Manager, Knowledge Management and Institutional Capability, PETRONAS*)

"For knowledge practitioners, no other KM book comes close. Milton and Lambe cover a comprehensive set of topics and challenges spanning the conception of KM to post-implementation, as well as treatments on change management and sustainability, two of the hardest problems in any KM journey. Valuable in-depth case studies further enhance the value of this practitioner's bible."

(Eric Tsui *Professor, The Hong Kong Polytechnic University*)

"This is the most comprehensive book I have ever read of the implementation of KM. Whether you are just starting out or a seasoned professional, it is all here. Absolutely a first-rate reference."

(Robert H. Buckman *Retired Chairman and CEO, Bulab Holdings, Inc.*)

"I've been working in KM for 20 years and I still picked up some new ideas in this book that will make my work easier. This is a book knowledge managers will find themselves returning to again and again."

(Nancy Dixon *Common Knowledge Associates*)

"A long-awaited knowledge manager's handbook based on a simple, comprehensive and pragmatic roadmap on how to successfully implement KM in an organization. The tips and real case studies provided throughout the book nicely illustrate the concepts presented. A must-have in your KM book collection."

(Professor Vincent Ribi  re *Managing Director and Co-founder, IKI-SEA*)

"Exploiting knowledge management for business gain or competitive advantage is a broad, multifaceted affair that brings with it many questions; this book not only identifies them, but gives sensible answers to them too."

(Colin Cadas *Associate Fellow KM, Rolls-Royce lpc*)

About the Author

Nick Milton is a Director and Co-Founder of Knoco Ltd., a knowledge management consulting company. He is the author or co-author of *The Lessons Learned Handbook*, *Knowledge Management for Teams and Projects*, *Knowledge Management for Sales and Marketing* (Chandos) and *Performance Through Learning-Knowledge Management in Practice* (Elsevier).

Patrick Lambe is Adjunct Professor of Knowledge Management at the Hong Kong Polytechnic University and Visiting Professor in the Knowledge and Innovation Management Ph.D. program at Bangkok

University. He is also the author of *Organising Knowledge* (Chandos).

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Belinda Timmer:

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Kerry Diaz:

In this particular era which is the greater man or woman or who has ability in doing something more are more precious than other. Do you want to become one among it? It is just simple solution to have that. What you must do is just spending your time little but quite enough to enjoy a look at some books. On the list of books in the top collection in your reading list is The Knowledge Manager's Handbook: A Step-by-Step Guide to Embedding Effective Knowledge Management in your Organization. This book and that is qualified as The Hungry Hills can get you closer in becoming precious person. By looking upward and review this book you can get many advantages.

Willie McCorkle:

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