

## Knowledge management: organizational development

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### Abstrak

Capturing and using all the knowledge and expertise in an organization is the ultimate goal for performance professionals. This Infoline offers a great starting point for your journey by defining knowledge management and posing key questions to help you identify the intellectual capital you need manage. It introduces the new roles, opportunities, and the baseline technology need to begin this daunting task. Key sidebars include an organizational analysis for knowledge management, 12 ways to measure intellectual capital, a planning worksheet, and a listing of competencies to manage knowledge.