



GLOBAL KM ROUNDTABLE

KM TRENDS 2025



128 people

35 countries

6 continents

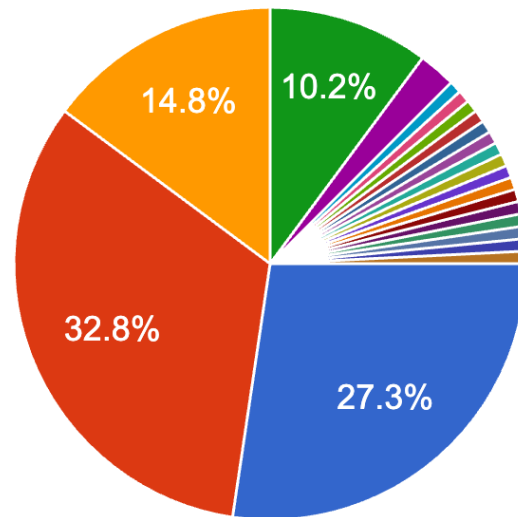
COMMUNITY VOICE

2025



Gen AI: How do you foresee Generative AI impacting Knowledge Management practices within your organization by 2025?

128 responses



- Significantly enhancing knowledge creation, content generation, and knowledge sharing
- Improving knowledge retrieval and access
- Supporting decision-making by providing insights
- Enabling personalized, improved knowledge
- We do not anticipate significant impact
- Knowledge creation, content generation, and knowledge sharing
- High impact high demand technology, but not yet ready for widespread use
- Gen AI will have significant impact but not by 2025

▲ 1/3 ▼

1. Integration of AI and Knowledge Management (KM)

- **Insight:** AI and KM are becoming increasingly intertwined, with AI enhancing KM's effectiveness and efficiency.
- **Number of Supporting Items:** 12
- **Examples:**
 - *"Building foundation for significant impact through KM and AI integration"*
 - *"Leveraging AI to advance KM"*

2. Human-Centered KM in the Age of Technology

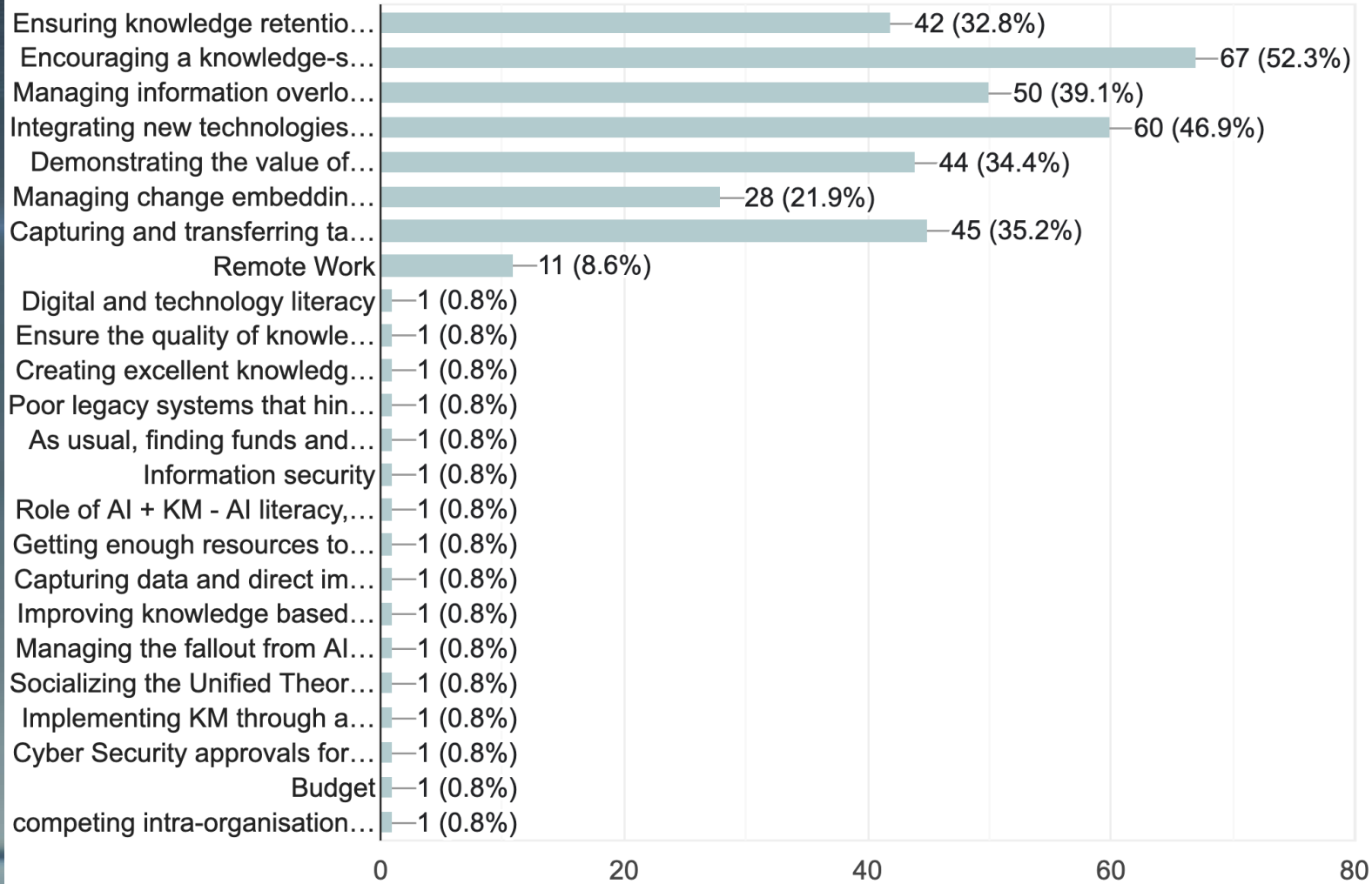
- **Insight:** Despite technological advancements, KM must remain focused on human contributions and expertise.
- **Number of Supporting Items:** 8
- **Examples:**
 - *"Let information management get done/supported by AI, and focus your KM efforts on your people"*
 - *"Still a human endeavor enhanced not driven by technology"*

7. AI-Driven Transformation in KM

- **Insight:** AI will transform KM systems into intelligent platforms, improving knowledge accessibility and effectiveness.
- **Number of Supporting Items:** 9
- **Examples:**
 - *"In 2025 AI-driven KM will transform traditional systems into intelligent platforms"*
 - *"Continuous improvement of knowledge bases will be driven by AI"*

Challenges: What do you anticipate will be the top 2-3 challenges for Knowledge Management within your organization in 2025?

128 responses



QUESTENTORIE

2025 TRENDS- KM CHALLENGES

6. Challenges in the Growing Complexity of KM

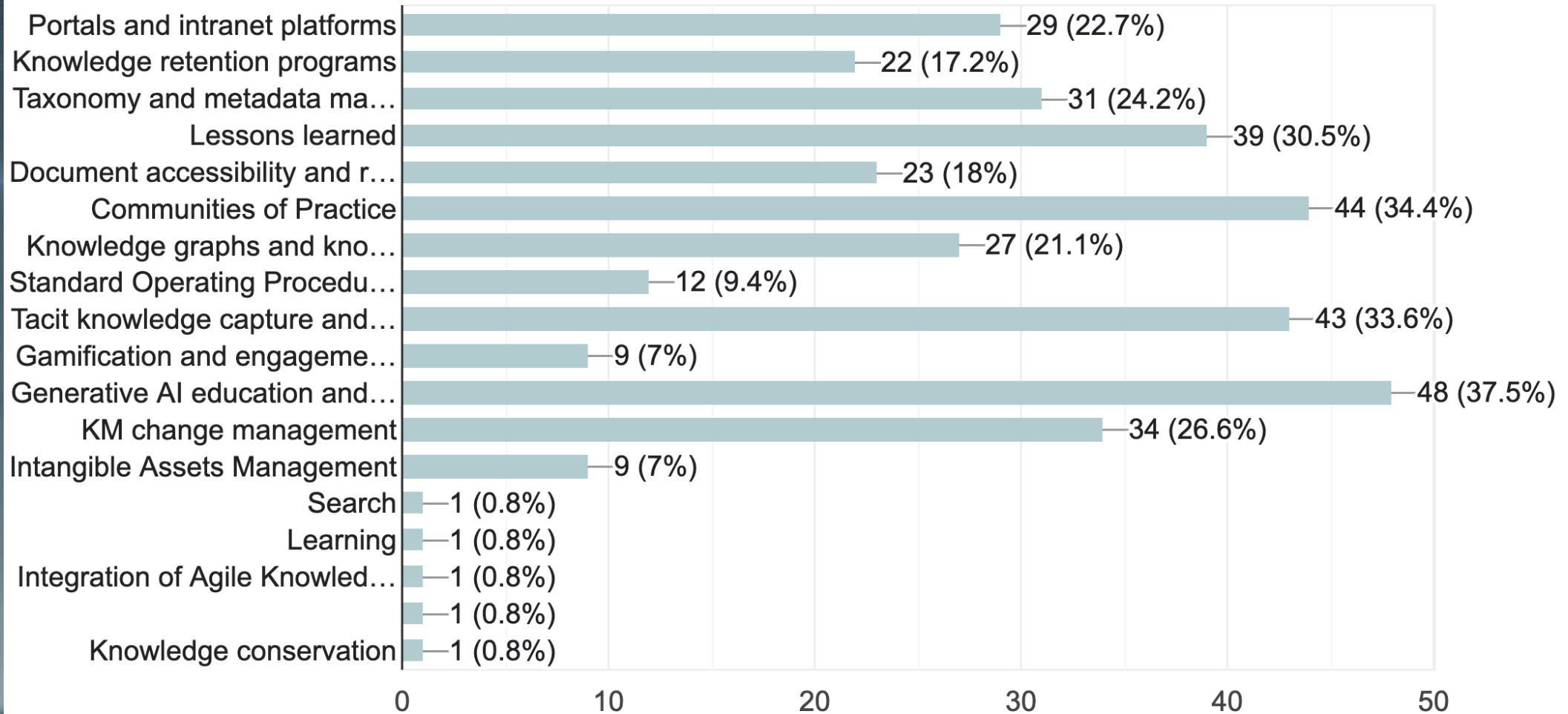
- **Insight:** As KM grows in complexity, it faces challenges in proving its value and adapting to turbulent times.
- **Number of Supporting Items:** 8
- **Examples:**
 - *"Surviving as a discipline in turbulent times"*
 - *"KM is being more challenged than ever by technology - and not necessarily for the best"*

4. Emphasis on Quality Over Quantity in Knowledge Management

- **Insight:** Producing high-quality content and well-structured knowledge is critical for improving outcomes.
- **Number of Supporting Items:** 7
- **Examples:**
 - *"Crafting quality content over quantity to produce enhanced search and retrieval"*
 - *"Sharing and structure impacts results"*

KM Activities: Which 2-3 types of Knowledge Management solutions do you believe your organization will prioritize expanding in 2025?

128 responses



2025 TRENDS- KM in ORGANIZATIONS

3. Strategic Evolution of KM

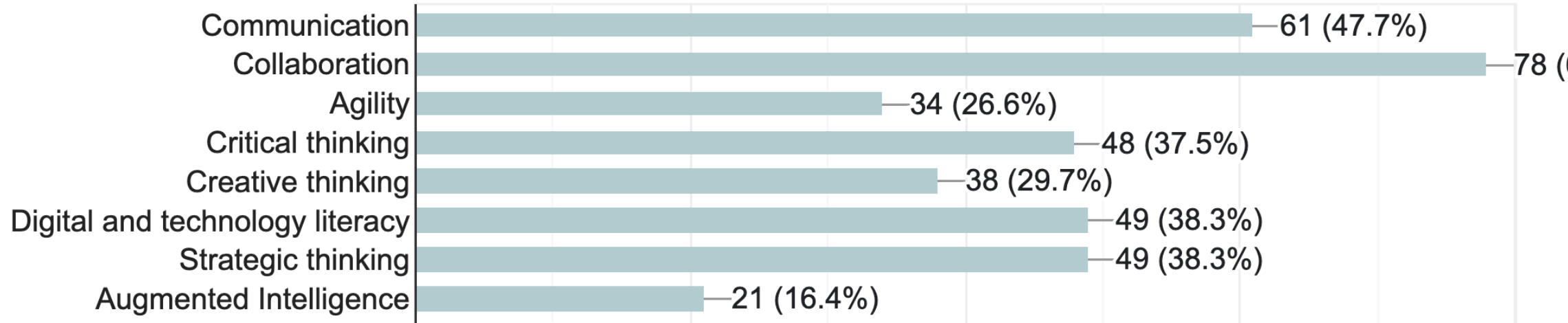
- **Insight:** KM is evolving to address organizational needs, becoming more central to strategic goals.
- **Number of Supporting Items:** 10
- **Examples:**
 - *"The year we incorporate KM into every function and strategic area of our organizations"*
 - *"KM will continue to evolve with the marketplace. Demands on employee training and knowledgeabilities must be an organization pillar"*

8. The Role of Tacit Knowledge in KM

- **Insight:** Tacit knowledge remains a critical aspect of KM, requiring deliberate efforts to preserve and utilize.
- **Number of Supporting Items:** 5
- **Examples:**
 - *"Keeping the tacit knowledge flame burning"*
 - *"The overall focus of my organization regarding KM in 2025 is that tacit knowledge is paramount"*

Skill Sets: Which 2-3 skill sets do you believe will be most essential for Knowledge

128 responses



2025

2025 TRENDS- REQUIRED SKILL SETS

5. Resilience and Adaptability in KM Professionals

- **Insight:** KM professionals must adapt to rapidly changing technology and organizational needs.
- **Number of Supporting Items:** 6
- **Examples:**
 - *"Will need high-performing, adaptable, and resilient KMers to partner with rapidly changing technology"*
 - *"KM is essential for organizational knowledge continuity"*

Murray E. Jennex, USA

It should be an interesting year!

QUESTENTORIE

Mairèad McKeown, Ireland

Excited for the year ahead, I believe there's never been a better time for KM to make a world of difference.

2025 TRENDS- BOTTOM LINE