

February 2025  
**2Know**  
KM Newsletter



KMGN Course: Knowledge Creation & Innovation will launch on February 4, 2025. One-time course! For details and registration: [here](#)

A new course from ROM Global and Knowsaic - Generative AI for Knowledge Managers in International Development will open on February 18, 2025. For details and registration: [here](#)

Webinar - Unlocking the Value of Documents will be held on February 27, 2025. For details and registration: [here](#)

The next KMGN meeting in the Knowledge Sharing Sessions series will be held with stories from Asia. Registration details coming soon.

# 01

## Making Knowledge Accessible: The Transition from Articles to Capsules

A Knowledge Article is a well-established concept in knowledge management. It is used in service centers and professional portals in organizations.



[To full article](#)

# 02

## Personalization in the Age of Artificial Intelligence

The rapid development of Artificial Intelligence (AI) and Machine Learning (ML) has revolutionized the technological world. One of the key areas driving this change is hyper-personalization—an approach centered on creating customized experiences based on real-time data analysis. Beyond transforming how businesses interact with customers, hyper-personalization also expands into the organizational world, enhancing work experiences of employees.

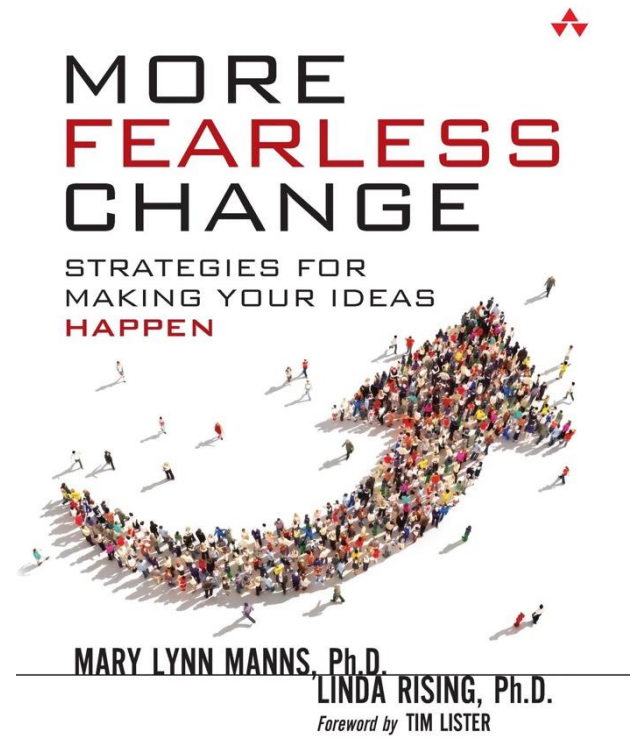


[To full article](#)

# 03

## MORE FEARLESS CHANGE - Book Review

The book "More Fearless Change: Strategies for Making Your Ideas Happen" by Mary Lynn Manns and Linda Rising was published in 2015. The book discusses tactics for managing change and is a sequel to a similarly titled book written earlier.



[To full article](#)

## Monthly Links

### Video clip

This time with Johannes Muller, Knowledge Manager at Siemens – you're invited to watch and learn – I learned! watch [here](#)

### Podcast

The most significant and up-to-date podcast on knowledge management. Through conversations with leaders... Telling the story of knowledge management in the world. Listen [here](#)

### Article

Rethinking, Re-Feeling, and Revealing “The Infinite in Technology” - How can technology leverage our infinite learning journal? Invited to read and apply: [Here](#)

### Conference

APQC 2025 Process & Knowledge Management Conference

April 09-10, 2025

Huston, TX, USA

Details: [here](#)

