

| December 2017 |

# 2Know

KM Newsletter



## ROM News



- AN ENGINE OF EMPLOYEE AND ORGANIZATIONAL TRANSFORMATION - [Link](#)

# 01

## Microcopies: from concept to (awesome) reality

Discover the power of microcopy in creating meaningful user experiences, illustrated with examples from various websites, including Sting TV.



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# 02

## A few facts about Bots

Explore the world of bots and their impact on websites, from verifying human users to potential future roles and ethical considerations.

## 03

### Digital Maturity

Digital maturity refers to an organization's utilization of digital technology for competitive advantage. Models like McKenzie's Digital Quotient and PWC's Digital IQ assess this.



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## 04

### Resolving Conflicts at Work - Book review

The book "Resolving Conflicts at Work" by Kenneth Cloke and Joan Goldsmith, experts in mediation and organizational consulting, explores emotional and functional aspects of conflict resolution. It emphasizes empathetic listening, recognizing emotions, uncovering hidden meanings, and focusing on behaviors. While workplace-centric, its principles are adaptable to various life facets, offering valuable insights and skills for constructive conflict resolution.