

October 2024

2Know

KM Newsletter



🌐 **Global KM Week 2024 is just around the corner!** Follow [Moria Levy](#) on LinkedIn to stay updated on the latest happenings or contact us to contribute your own event.

🎮 **October brings a new KM Game Challenge!** Join the fifth challenge in our series, celebrating ROM Global's 25th anniversary. Play for a chance to win! 🙌 [Play here](#)

🚀 **KM Forum of Israel** is excited to host **Michael Bell**, Lessons Learned and KM Manager at the **Kennedy Research Center, NASA** on **November 11th**. Join us as he shares his journey into KM and how NASA integrates it into their processes. 🌐 The global KM community is welcome to register: [Register here](#)

📖 **ROM's Courses Starting in November:**

- **GEN AI Course with KNOWsaic:** Tailored for KM in International Development Organizations. For more details, check out: [LinkedIn post](#)
- Knowledge Management Methodologies (Hebrew) Learn more: [KM Course](#)

01

Embracing the Challenge: An Agile Approach to Knowledge Management System Migration in Service Centers

Knowledge management systems in service centers are considered essential tools for any organization engaged in providing services, as the ability to easily share and mediate information to customers is a cornerstone of their operations.



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02

How Do I Choose the Right Document? Understanding Procedures, Policies, and Work Instructions

In modern organizations, procedures and processes are a central component for maintaining organizational order and efficiency. The term "Procedure" includes several types of documents, procedure being just one of them

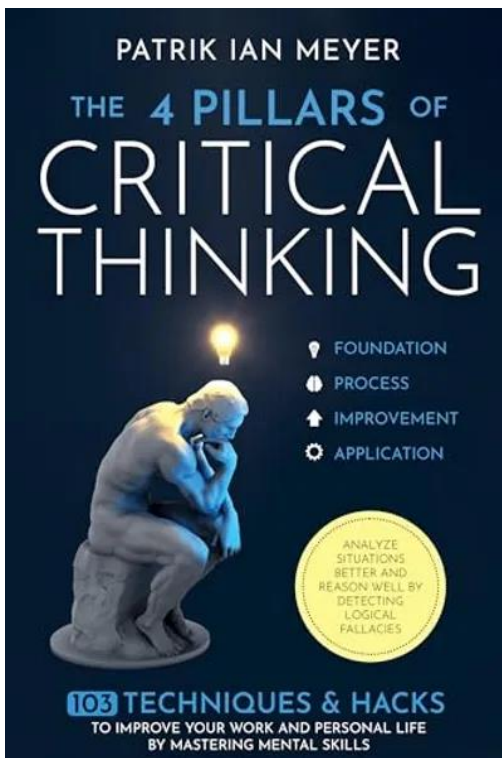
03

The Value of Tacit Knowledge: A Balanced Perspective

YES—Tacit Knowledge is important.
NO—Its tacit nature isn't what makes it valuable. Why do we get so excited when discussing tacit knowledge and its significance?



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[To full article](#)

04

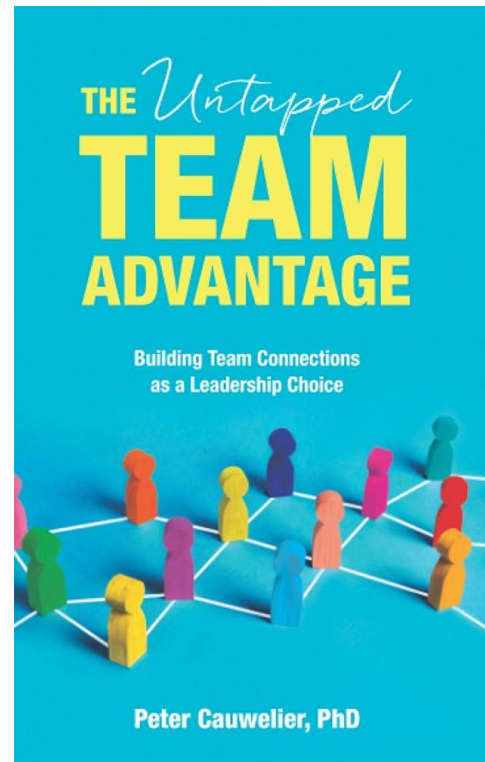
The 4 Pillars of Critical Thinking- Book Review

The book The 4 Pillars of Critical Thinking, written by Patrik Ian Meyer and published in 2023, deals with one of the most important and challenging skills for people and workers in the 21st century: critical thinking.

05

The Untapped Team Advantage- Book Review

Peter Cauwelier, an expert in teamwork, wrote the book *The Untapped Team Advantage: Building Team Connections as a Leadership Choice* in 2020.



[To full article](#)

Monthly Links

Video clip

Gamification as a tool of Knowledge Management: [Link](#)

Blog

A blog featuring insightful articles for Knowledge Management professionals: [LivePro Blog](#)

Article

An article on how ADB is engaging audiences through storytelling to highlight the impact of its work better: [Link](#)

Conference

ICIT 2025: 19. International Conference on Information Technology
January 16-17, 2025
Zurich, Switzerland
Details: [link](#)

