

| May 2011 |

2Know

KM Newsletter



ROM News



- Innovation and user experience – a balancing act between novelty and familiarity - [Link](#)

01

Systemic Constellation as a Supportive Tool for Dealing with Change

Knowledge managers often face resistance to change and struggle to form operational plans. Systemic Constellation, a method for uncovering hidden dynamics, can help identify and resolve obstacles in organizations. It allows participants to physically demonstrate the sources of stagnation and reveals unspoken obstacles, leading to deep insights and solutions.



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02

Collaborative Decision Making

Business intelligence (BI) is crucial for organizations, but its success varies. Social and Collaborative BI combines BI with Web 2.0 technologies, enhancing decision-making by linking BI systems with collaborative input through social technologies. The "Wisdom of the Crowds" concept contributes to collaboration, and Collaborative BI provides capabilities for discussing, sharing, and collectively deciding the best course of action. Web 2.0 technologies enable intuitive sharing, enhancing the value of BI.

03

EPSS as Part of the Organizational Knowledge Management Infrastructure

EPSS tools primarily serve as online help for system performance. For effective knowledge management, integrate EPSS with other organizational knowledge repositories, ensuring easy access to comprehensive information, thus supporting decision-making and enhancing business performance.



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04

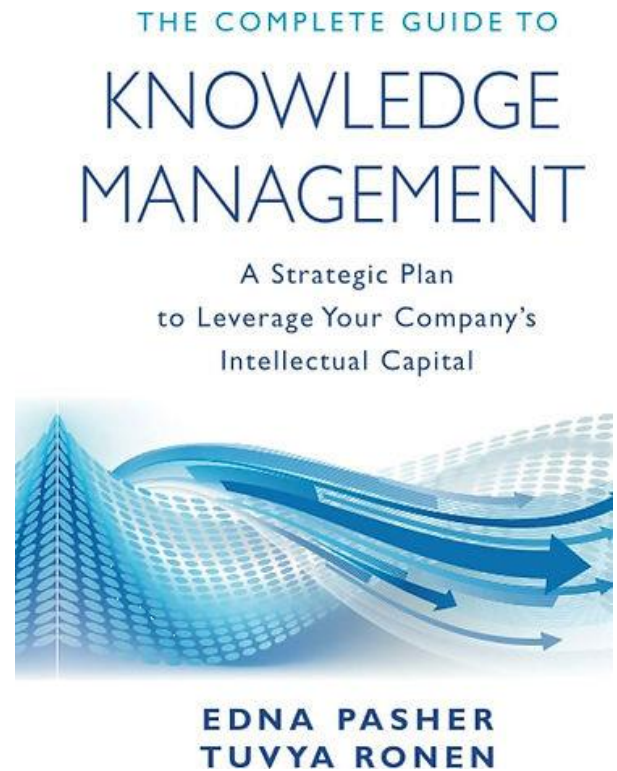
Coping with Change

Knowledge managers face resistance to change, often rooted in past or present issues. The Systemic Constellation method helps identify hidden dynamics and sources of resistance, fostering discussions and deeper connections, thus enhancing the implementation of knowledge management processes within organizations.

05

The Complete Guide to Knowledge Management - Book Review

"The Complete Guide to Knowledge Management: A Strategic Plan to Leverage Your Company's Intellectual Capital" (2011) by Dr. Edna Fisher and Dr. Tuvia Ronen outlines a strategic approach for knowledge management, emphasizing its integration into organizational strategy, cultural aspects, and the pivotal role in fostering innovation.



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