

August 2024

2Know

KM Newsletter



To mark our 25th anniversary, ROM Knowledge Management is excited to launch a new game challenge - the fourth in our special series. We invite everyone to play, learn, and have a chance to win new Knowledge Management books. Join the fun, enhance your KM knowledge, and connect with the community. Play now and celebrate with us. For details, visit [Link](#)

We are thrilled to continue our growth journey and were delighted to receive applications for our recent job posting from candidates around the globe. It's inspiring to see how our KM community is a vast globe, yet a small, connected village.

To all our colleagues: If you are going through a merger or acquisition, we would be honored to be your partners in leading the related knowledge transfer. Contact us!

01

Conversational Generative AI: A Synergistic Integration of Human and Machine

Conversational Generative AI tools, like ChatGPT and Copilot, combine human and machine strengths, enhancing tasks from writing to data analysis. They enable improved results through human-machine collaboration, optimizing both creative and analytical processes.



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02

Seamless Service: The Game-Changing Impact of Unified Knowledge Management

A unified Knowledge-Centered Service system ensures consistent, updated information for employees and customers, improving efficiency, reducing costs, and enhancing the knowledge base, while addressing language and security challenges.

03

Combining Objective-Driven AI and Generative AI - Potential and Practical Applications

Combining Objective-Driven AI, which achieves specific goals through planning and action, with Generative AI, which creates innovative content, leads to advanced, flexible systems. This integration enhances efficiency, adaptability, creativity, and continuous improvement.



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04

Whole Thought: The Rise of Human Intelligence- Book Review

"Whole Thought: The Rise of Human Intelligence" by Alex Bennet and Robert Turner (2024) explores holistic thinking, integrating five intelligence types and seven experiential learning states. It provides practical tools, including four components and forty knowledge capabilities, enhancing personal and organizational development.

Monthly Links

Video clip

Revolutionizing the Knowledge Management Work - [Link](#)

Blog

The Lucidea blog on topics of knowledge management and collaboration! - [Link](#)

Article

Interesting reading: In today's fast-paced business environment, organizations are shifting to agile and collaborative methods, leveraging knowledge management and generative AI (genAI) to enhance knowledge-sharing and innovation. By combining human judgment with AI's data processing capabilities, companies can foster a culture of trust and agility, ensuring that knowledge is accurate, up-to-date, and easily accessible - [Link](#)

Conference

International Conference on Knowledge and Smart Technology

November 04-05, 2024 in Amsterdam, Netherlands

Details: [Link](#)

