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2Know

KM Newsletter



ROM News



- 7 Recommendations for Treating Customers as Knowledge Workers (i.e., Knowledge Customers) – [Link](#)
- The Heartbeat of the Organization - [Link](#)

01

What am I supposed to do now?!

In too many cases, it seems that site users might not understand the action they are required to perform. A state of uncertainty can cause the user to slow down, hesitate and maybe, accidentally, make a wrong move that may harm the mission.



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02

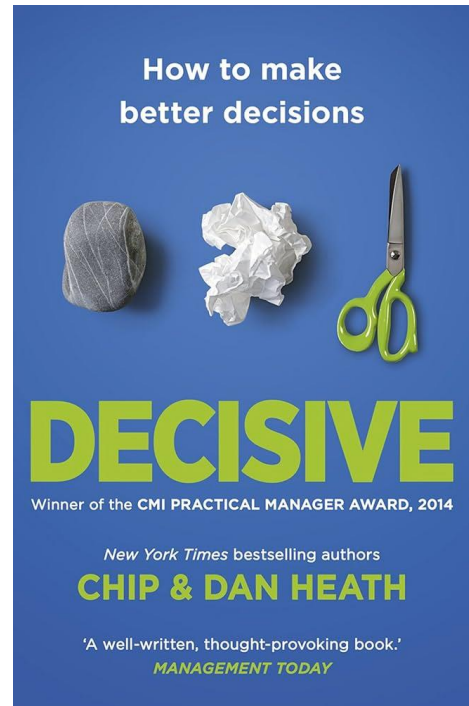
Agile BI

The term 'agile', when used in the world of software development, refers to an approach saying that software cannot be fully defined before it is completely developed; instead focus should take place on improving a team's ability to provide products quickly and react to demands made during the development.

03

Decisive - Book review

"Decisive: How to Make Better Decisions" by Chip and Dan Heath is a practical guide on decision-making, offering strategies like generating alternatives, challenging assumptions, and emphasizing negotiation, organizational justice, and consistency in the process. Valuable for all decision-makers.



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