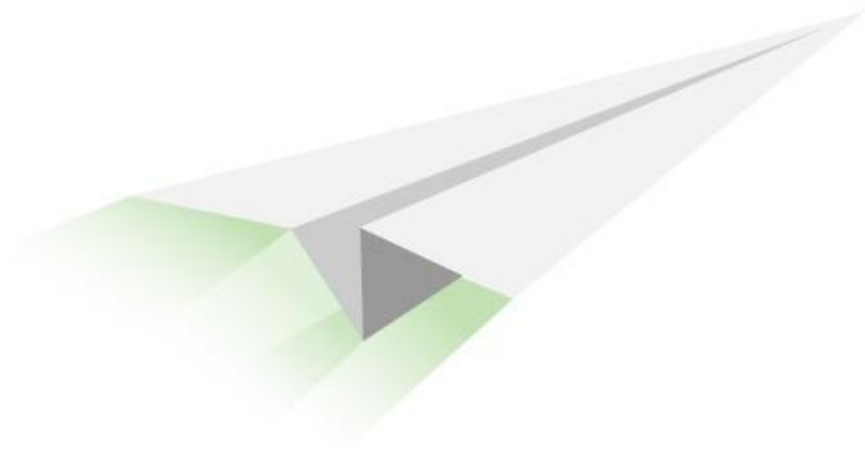| March 2021 |

2Know

KM Newsletter

ROM News

- Why knowledge management matters – Link

01

Useful tips for writing a procedure

To write effective procedures, it is important to pre-plan and follow certain principles. These include defining the procedure's goal, ensuring clarity and compatibility with regulations, and writing information in a clear and interpretable manner. Tips for optimal writing include using clear style and wording, avoiding passive phrasing and unnecessary acronyms, and properly defining terms and functionaries.

To full article

02

Working Out Loud

Working Out Loud is a method by John Stepper that uses social networks as a regular work tool. It emphasizes building deep, meaningful relationships based on trust to attain goals, develop skills and learn new subjects. The method's principles include setting up a professional social network, improving, leading with generosity, and having a clear goal. Work Out Loud Circles are groups of 4-5 people helping each other to generate Work Out Loud habits.

To full article

03

Introducing Microsoft VIVA

Microsoft Viva is a new hybrid work environment that integrates communication, insight, learning, knowledge, resources, and tools for workers to generate a better UX and higher quality work environment. It includes modules such as VIVA Connections, Insights, Learning, and Topics. Viva promises to redefine the term "One Shop Stop" for workers and organizations, taking UX and EX to another level.

[To full article](#)

04

The Effective Change Manager's Handbook – Book Review

"The Effective Change Manager's Handbook," a comprehensive guide to change management, covers theories, practical tips, and real-world examples. The book explores key topics, including planning, communication, project management, and sustainability, offering invaluable recommendations for change professionals.

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