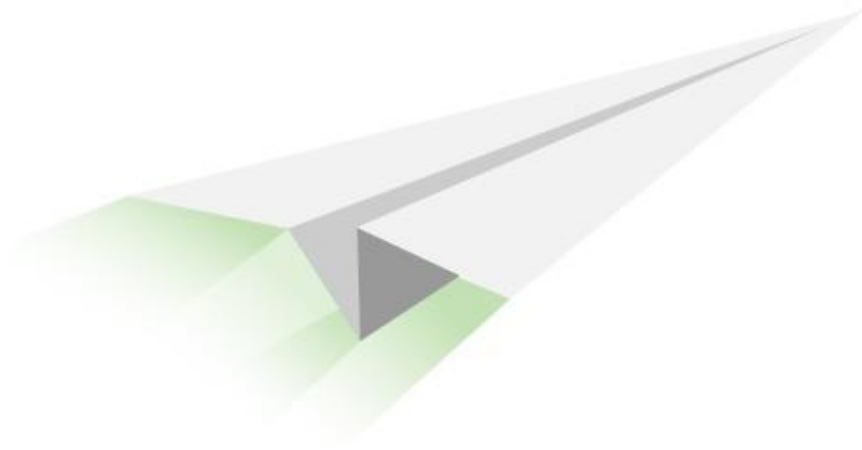


| March 2019 |

2Know

KM Newsletter



ROM News



01

Conceptualization

Conceptualization is the process of transforming abstract ideas into tangible forms, enabling a new perspective and effective communication.



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02

Optimizing Digital Communication

Effective customer service in digital channels requires adapting to written communication, providing immediate responses, honoring channel choices, and using appropriate language and templates. Quality service is assessed in each channel.

03

Client Portal

Client portals provide simple and secure access to organizational information and services, facilitating efficient client-organization communication and knowledge sharing.



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04

Great at Work - Book review

"Great at Work" by Morten Hansen, a 2018 book, offers tools for individual and collaborative excellence at work. It emphasizes prioritizing high-value tasks, redesigning learning, balancing passion and discipline, and optimizing collaboration. The book's principles can lead to success, enhanced well-being, and mitigation of burnout.