ROM
KNOWLEDGE MANAGEMENT
Driving Business Success

|March 2014 |

2Know
KM Newsletter

ROM News

- Using wiki for corporate knowledge management can be beneficial – Link
- We Know More Than We Can Say: The Paradox of Tacit Knowledge - Part One – Link
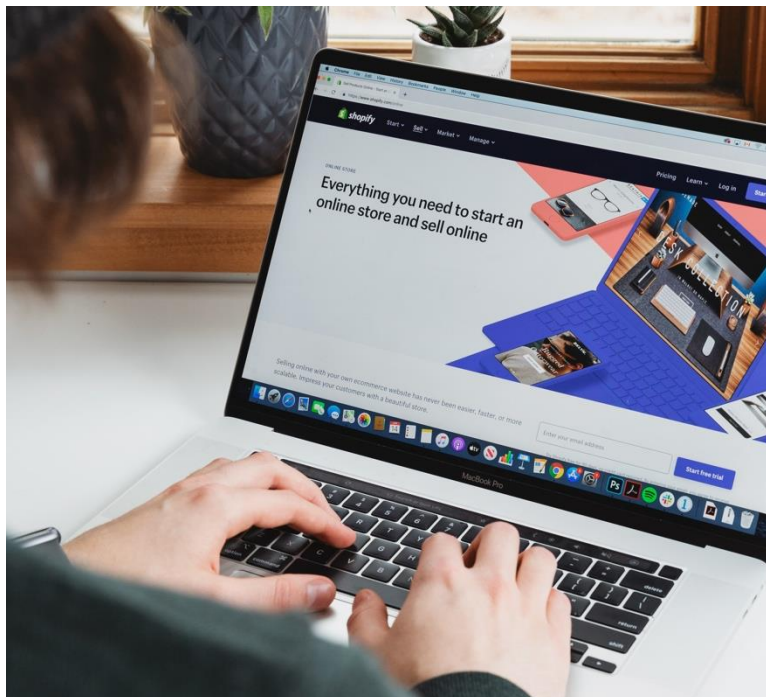- Roundtable on Knowledge Retention Techniques held on 21 May 2013. - Link

01

Integrating BI into SoLoMo

In terms of customer relations management, the implication of this combination is an inclusive view of the customer and the ability to contact the customer in any given moment using the various available channels- which are a lot more than those previously available. Thus, a smarter dialogue with the client is possible, as well as an optimal utilization of opportunities.

To full article

02

Utilizing worldwide trends for the improvement of our inner world

The key trends for improving professional/organizational portals in 2014 include flat design, simplicity, endless scrolling, and video content.

To full article

03

SharePoint 2013: on Dragging and Dropping

Tip and Tricks in SharePoint 2013

04

Sharing Hidden Know-How - Book Review

"Sharing Hidden Know-How" by Katrina Pugh introduces the Knowledge Jam method for transferring tacit knowledge, developed at Intel and adopted globally. The book covers Jam stages, facilitator roles, and success tips. A valuable guide for effective knowledge transfer, it emphasizes collaboration and practical application. Highly recommended!

Katrina B. Pugh

Sharing Hidden Know-How

how managers solve thorny problems with the knowledge jam

foreword by Nancy M. Dixon
author of Common Knowledge: How Companies Thrive by Sharing What They Know