ROM
KNOWLEDGE MANAGEMENT
Driving Business Success

|April 2020 |

2Know
KM Newsletter

ROM News

- Crisis knowledge management: Reconfiguring behavioural science for COVID-19 crisis response – Link
- Creating a truly knowledge sharing organization - Link
- The Findability blog – Link

01

Snagit as a quick and easy tool for creating hotspots

Create clickable 'hotspots' using Snagit, a smart and easy screenshot tool that allows for elegant and efficient link creation.

02

Managing online meetings: remote direction and instruction skills

The COVID-19 pandemic has forced many organizations to transition to remote work and manage online meetings, often without proper preparation or equipment. This article offers insights and instructions for managing virtual team meetings, including creating optimal meeting environments, using video interfaces to promote engagement and togetherness, and utilizing nonverbal cues. The author also emphasizes the importance of recognizing workers' efforts and providing morale support during these tumultuous times.

03

Knowledge Management in a financial institution's call center's database during times of crisis

During the pandemic, market volatility led to higher call volumes at financial institution call centers. To manage knowledge effectively, prioritize partnerships, update information, use concise language, maintain digital uniformity, and encourage flexibility and creativity.
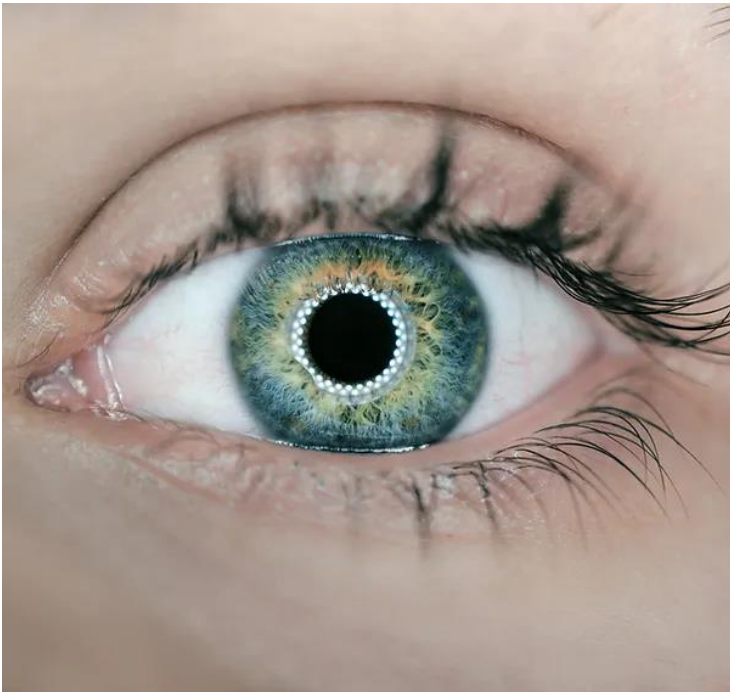
[To full article](#)

04

SEEING THE TEXT - Book review

"Seeing the Text" by Schertz and Yoder introduces a visual reading method for deep text comprehension. Three sections guide readers: analyzing text components, comparing with external sources, and personal interpretation. This approach enriches understanding, aligning with modern reader-centered analysis. An essential tool for profound engagement with diverse texts.

[To full article](#)