



The Knowledge Manager's Handbook: A Step-by-Step Guide to Embedding Effective Knowledge Management in your Organization

By Nick Milton, Patrick Lambe

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Knowledge management experts Nick Milton and Patrick Lambe provide a guide through each state of creating and implementing a knowledge management framework that delivers business value from organizational knowledge. They explain the essential aspects of knowledge management--including roles and accountabilities, processes, technology, and governance--and show how each of these can be tailored to the organization's specific needs and optimized to deliver long-term benefits.

With international case studies from organizations of all sizes and from many sectors, user-friendly tips, frameworks, and templates to help implement effective knowledge management procedures and to avoid common pitfalls, *The Knowledge Manager's Handbook* offers ways to make sustainable changes in an organization's knowledge management culture.

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Editorial Review

Review

"If you are new to KM, this will be the book to help you get started quickly and surely. If you are already an experienced knowledge manager, you'll be surprised how this book can help you check your blind spots and show you how to move forward."

(Mavis Lee *Head of Knowledge Management, Singapore Army, Training and Doctrine Command*)

"A brilliant book with practical and grounded approaches, believable case studies and fabulous tips that made me want to revisit my entire KM programme!"

(Murni Shariff *Senior Manager, Knowledge Management and Institutional Capability, PETRONAS*)

"For knowledge practitioners, no other KM book comes close. Milton and Lambe cover a comprehensive set of topics and challenges spanning the conception of KM to post-implementation, as well as treatments on change management and sustainability, two of the hardest problems in any KM journey. Valuable in-depth case studies further enhance the value of this practitioner's bible."

(Eric Tsui *Professor, The Hong Kong Polytechnic University*)

"This is the most comprehensive book I have ever read of the implementation of KM. Whether you are just starting out or a seasoned professional, it is all here. Absolutely a first-rate reference."

(Robert H. Buckman *Retired Chairman and CEO, Bulab Holdings, Inc.*)

"I've been working in KM for 20 years and I still picked up some new ideas in this book that will make my work easier. This is a book knowledge managers will find themselves returning to again and again."

(Nancy Dixon *Common Knowledge Associates*)

"A long-awaited knowledge manager's handbook based on a simple, comprehensive and pragmatic roadmap on how to successfully implement KM in an organization. The tips and real case studies provided throughout the book nicely illustrate the concepts presented. A must-have in your KM book collection."

(Professor Vincent Ribière *Managing Director and Co-founder, IKI-SEA*)

"Exploiting knowledge management for business gain or competitive advantage is a broad, multifaceted affair that brings with it many questions; this book not only identifies them, but gives sensible answers to them too."

(Colin Cadas *Associate Fellow KM, Rolls-Royce lpc*)

About the Author

Nick Milton is a Director and Co-Founder of Knoco Ltd., a knowledge management consulting company. He is the author or co-author of *The Lessons Learned Handbook*, *Knowledge Management for Teams and Projects*, *Knowledge Management for Sales and Marketing* (Chandos) and *Performance Through Learning-Knowledge Management in Practice* (Elsevier).

Patrick Lambe is Adjunct Professor of Knowledge Management at the Hong Kong Polytechnic University and Visiting Professor in the Knowledge and Innovation Management Ph.D. program at Bangkok

University. He is also the author of *Organising Knowledge* (Chandos).

Users Review

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