



# **Knowledge Works: The Handbook of Practical Ways to Identify and Solve Common Organizational Problems for Better Performance**

*Christine van Winkelen, Jane McKenzie*

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*Knowledge Works* is a handbook full of ideas to help you draw on people's knowledge to keep ideas fresh, reduce waste, and build competence and capability. You can either dip into it according to your needs, or work through it in a more systematic way to create a plan to improve your organization's performance.

"*Knowledge Works* is a very practical book that provides proven solutions for important knowledge-related problems in organizations including: how to convince managers that knowledge is important, how to create a knowledge-sharing culture, and how to improve the quality of conversations. A must-read for all managers of knowledge-intensive organizations."

**Daan Andriessen, Professor of Intellectual Capital, Inholland University of Applied Sciences, The Netherlands**

"To be successful as a manager, you need to make better decisions, be more innovative and to do more with less. In this highly practical handbook, Christine Van Winkelen and Jane McKenzie offer new ideas to challenge your current thinking and achieve this. Their work is soundly based on 10 years collaborative research with the Knowledge Management Forum at the Henley Business School."

**David Gurteen, Founder and Director, Gurteen Knowledge Community**

"This book shows in a very inspiring and hands-on way how knowledge works. This is an utmost important understanding in the growing intellectual economy for increased operational knowledge effectiveness. The book has in an impressive way systematized many challenging K-works perspectives, from knowledge mapping and flows to social media and knowledge creating conversations. It is demonstrating a number of insightful real life stories and projects during 10 years of the Henley KM Forum, as well as providing valuable reading notes. Happy Knowledge Work ..."

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