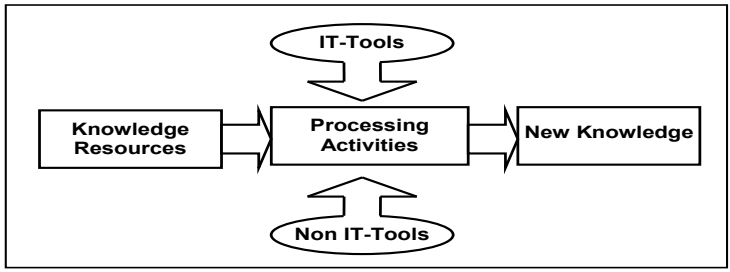
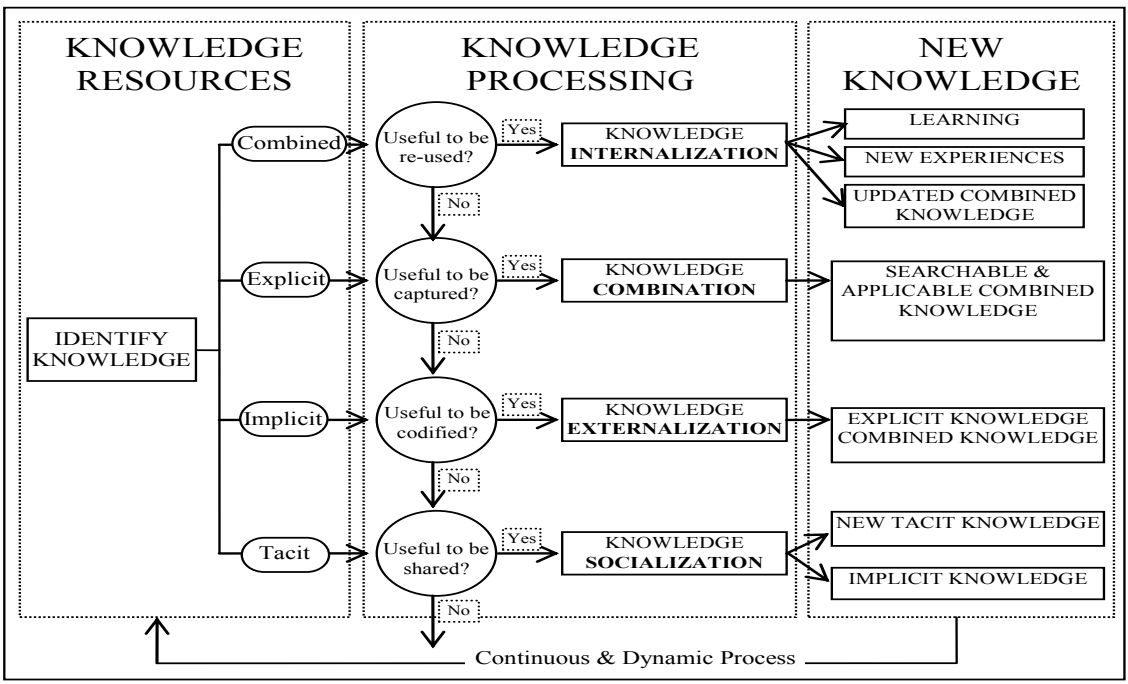
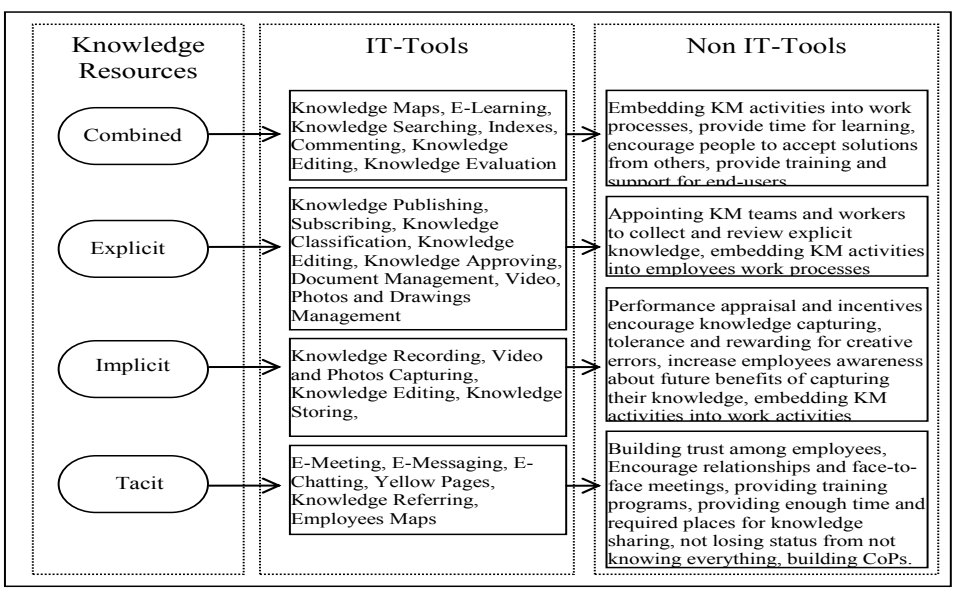

IT-Tools
Knowledge Resources
Processing Activities
New Knowledge
Non IT-Tools


KNOWLEDGE RESOURCES
KNOWLEDGE PROCESSING
NEW KNOWLEDGE
IDENTIFY KNOWLEDGE
Combined
Explicit
Implicit
Tacit
Useful to be re-used?
Useful to be captured?
Useful to be codified?
Useful to be shared?
Yes
No
KNOWLEDGE INTERNALIZATION
KNOWLEDGE COMBINATION
KNOWLEDGE EXTERNALIZATION
KNOWLEDGE SOCIALIZATION
LEARNING
NEW EXPERIENCES
UPDATED COMBINED KNOWLEDGE
SEARCHABLE & APPLICABLE COMBINED KNOWLEDGE
EXPLICIT KNOWLEDGE COMBINED KNOWLEDGE
NEW TACIT KNOWLEDGE
IMPLICIT KNOWLEDGE
Continuous & Dynamic Process


Knowledge Resources
IT-Tools
Non IT-Tools
Combined
Explicit
Implicit
Tacit
Knowledge Maps, E-Learning, Knowledge Searching, Indexes, Commenting, Knowledge Editing, Knowledge Evaluation
Knowledge Publishing, Subscribing, Knowledge Classification, Knowledge Editing, Knowledge Approving, Document Management, Video, Photos and Drawings Management
Knowledge Recording, Video and Photos Capturing, Knowledge Editing, Knowledge Storing,
E-Meeting, E-Messaging, E-Chatting, Yellow Pages, Knowledge Referring, Employees Maps
Embedding KM activities into work processes, provide time for learning, encourage people to accept solutions from others, provide training and support for end-users
Appointing KM teams and workers to collect and review explicit knowledge, embedding KM activities into employees work processes
Performance appraisal and incentives encourage knowledge capturing, tolerance and rewarding for creative errors, increase employees awareness about future benefits of capturing their knowledge, embedding KM activities into work activities
Building trust among employees, Encourage relationships and face-to-face meetings, providing training programs, providing enough time and required places for knowledge sharing, not losing status from not knowing everything, building CoPs.