



Knowledge Management Handbook: Collaboration and Social Networking, Second Edition

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Recent research shows that collaboration and social networking foster knowledge sharing and innovation by sparking new connections, ideas, and practices. Yet these informal networks are often misunderstood and poorly managed. Building on the groundbreaking, bestselling first edition, **Knowledge Management Handbook: Collaboration and Social Networking, Second Edition** focuses on two key elements in knowledge management: collaboration and social networking.

To Innovate, Connect the People

Jay Liebowitz, one of the top knowledge management authorities in the world, brings together 15 articles by researchers and practitioners who are among the leaders in their fields. They present numerous applications, concepts, techniques, methodologies, issues, and trends related to collaboration and social networking in a knowledge management context. They also point out areas that need more work, such as how to measure the impact of knowledge-sharing efforts in terms of innovation, profits, and customer perceptions.

What Can You Learn from Your Informal Organization?

Packed with case studies, this handbook explores how you can share knowledge, make connections, and generate new ideas through collaboration and interaction. It is a valuable reference and classroom text for those engaged in knowledge management, particularly from a collaboration and social networking perspective.

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