



# Introduction to Knowledge Management

*Todd Groff, Thomas Jones*

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## **Introduction to Knowledge Management** Todd Groff, Thomas Jones

This book introduces readers to a wide range of knowledge management (KM) tools, techniques and terminology for enhancing innovation, communication and dedication among individuals and workgroups.

The focus is on real-world business examples using commonly available technologies.

The book is set out in a clear and straightforward way, with definitions highlighted, brief case studies included that illustrate key points, dialogue sections that probe for practical applications, and written exercises. Each chapter concludes with discussion questions, review questions, and a vocabulary review. An Online Instructor's Guide is available.

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