

Principles of knowledge management

Twelve principles

Source: Verna Allee

1. Knowledge is messy.
2. Knowledge is self-organising.
3. Knowledge seeks community.
4. Knowledge travels via language.
5. The more you try to pin knowledge down, the more it slips away.
6. Looser is probably better.
7. There is no one solution.
8. Knowledge doesn't grow forever.
9. No one is in charge.
10. You can't impose rules and systems.
11. There is no silver bullet.
12. How you define knowledge determines how you manage it.

Ten more

Source: Thomas Davenport

1. Knowledge management is expensive (but so too is stupidity).
2. Effective management of knowledge requires hybrid solutions of people and technology.
3. Knowledge management is highly political.
4. Knowledge management requires knowledge managers.
5. Knowledge management benefits more from maps than models, more from markets than hierarchies.
6. Sharing and using knowledge are often unnatural acts.
7. Knowledge management means improving knowledge work processes.
8. Knowledge access is only the beginning.
9. Knowledge management never ends.
10. Knowledge management requires a knowledge contract.