

In this lesson we will see how organizations can use the knowledge of the individuals working for them to achieve success . Intellectual capital or assets – organizational knowledge that can be used to produce wealth Patents (obtained from the authorities ) Know-how (how things happen and work) Know –why (why things happen and work) Experience Expertise (expert knowledge) Knowledge Management is a collaborative and an integrated approach to the creation, capture, organization, access and the use of the organizations intellectual assets. (Grey 1996) Collaborative – Done jointly Integrated – linked to others