

How to Manage Experience Sharing

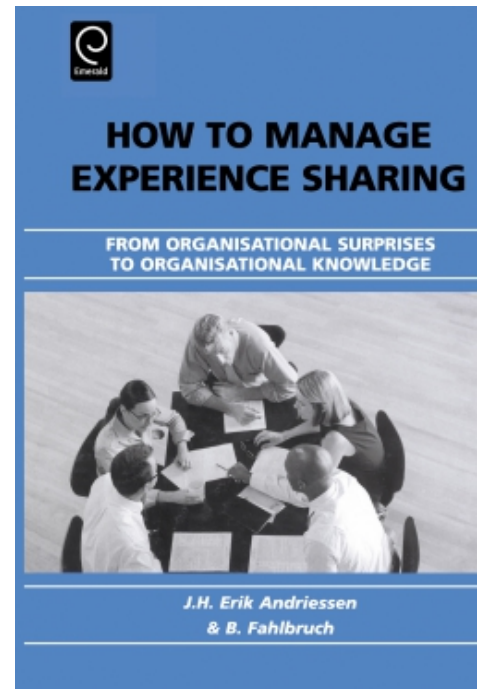
From Organisational Surprises to Organisational Knowledge

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About the Book

This book has grown from a workshop that brought together researchers and practitioners from a wide range of areas, including the safety domain. The focus of the workshop was on the well-known issue of organisational learning and organisational memory. The special merit of the book is that it combines the experiences of two usually separate disciplines i.e. safety science, where the main focus is on the codification of accidents, and knowledge management in service organisations, where the main focus is on exchanging successes. The focus of some contributions is on individual and group processes, others on organisational strategy or societal and environmental issues. Some key questions addressed in this book are: How can an organisation learn from its successes and failures, from its experiences and accidents? How can we prevent the loss of knowledge caused by intensive employee turnover or retirement? How can implicit knowledge be shared with colleagues and newcomers? To what extent can Information and Communication Technology (ICT) help to solve these problems?



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