



Knowledge Management Tales: Tales of Two Cities from San Francisco to Johannesburg

Ms Gloria L Young

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Gloria Young has developed an intriguing and successful book which weaves the whimsical story of the systems that were implemented in the Cities of San Francisco and in Johannesburg. It shares experiences in building capacity, capturing and sharing knowledge, and ensuring continuity of business practices. This book is a tool for managing change and planning for succession. The information is organized in an effective and easy style which widens its audience appeal. The information on technique, style, philosophy and knowledge management are but the tip of the iceberg of data presented in this effective management guide to organizational changes needed to maintain and institutionalize competitiveness and effectiveness.

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