



# Sharing Hidden Know-How: How Managers Solve Thorny Problems With the Knowledge Jam (J-B US non-Franchise Leadership)

*Katrina Pugh*

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Using knowledge that an organization already has is one of the great management ideas of the last fifteen years. *Putting Knowledge to Work* provides external consultants, internal facilitators, and leaders with a five-step process that will help them achieve their knowledge management goals. The five steps, Knowledge Jams, show how to set the direction, foster the correct tone, conduct knowledge capture event, and integrate this knowledge into the organization. In addition, the author introduces conversation practices for participants to effectively co-create knowledge and discover context.

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