

The Knowledge Services Handbook

Knowledge Services



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The Knowledge Services Handbook



A Guide for the Knowledge Strategist

A Companion Volume to Knowledge Services:
A Strategic Framework for the 21st Century
Organization

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“I suddenly realized that Keynes and all the brilliant economic students in the room were interested in the behavior of commodities, while I was interested in the behavior of people.”

–Peter F. Drucker after a lecture by John Maynard Keynes

