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FERMATI

25° KM TRACKS

23 Novembre 2020

dalle ore 9.00 in live web

Convegno su knowledge management e tecnologie per gestire, comunicare, proteggere la conoscenza organizzativa



Marco Bettoni, KM COMMUNITY - convegno 25° KM TRACKS, 23 Novembre 2020, live web

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25° KM TRACKS

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**COLLABORARE CON L'INTERAZIONE MEDIATA DA ARTEFATTI:
CHE COSA, PERCHE' E COME**

MARCO BETTONI, *km consultant* KM COMMUNITY



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Relatore
MARCO BETTONI



Organizzazione
KM COMMUNITY

PROFILO

- km consultant KM COMMUNITY
- Già direttore di ricerca dell'Università FernFachhochschule Schweiz, è esperto e docente di comunità di pratica e consulente sui temi del knowledge management.

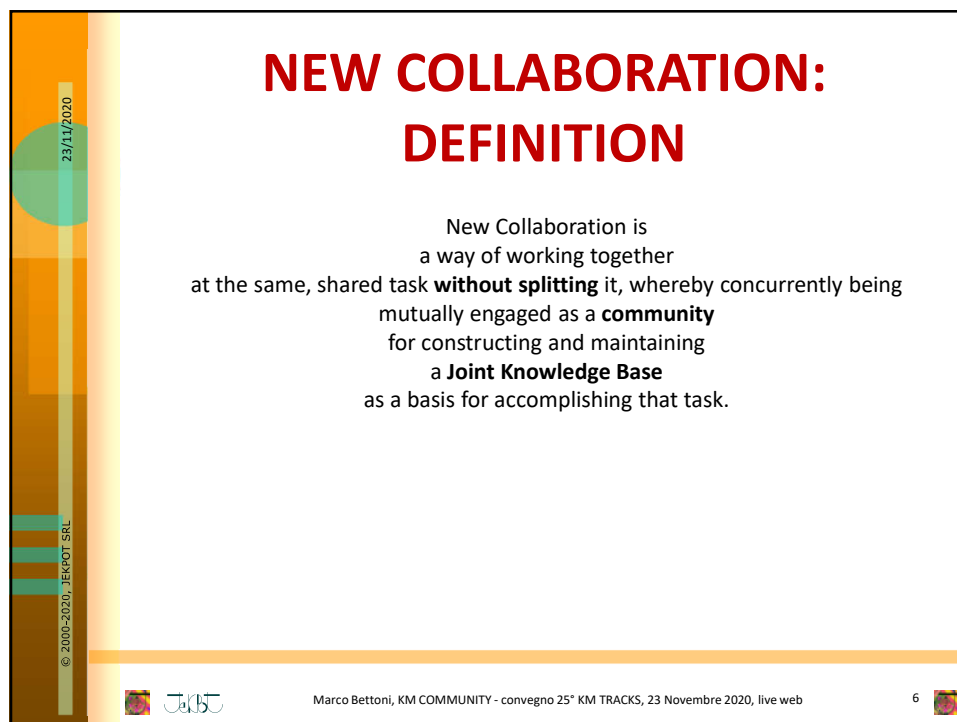
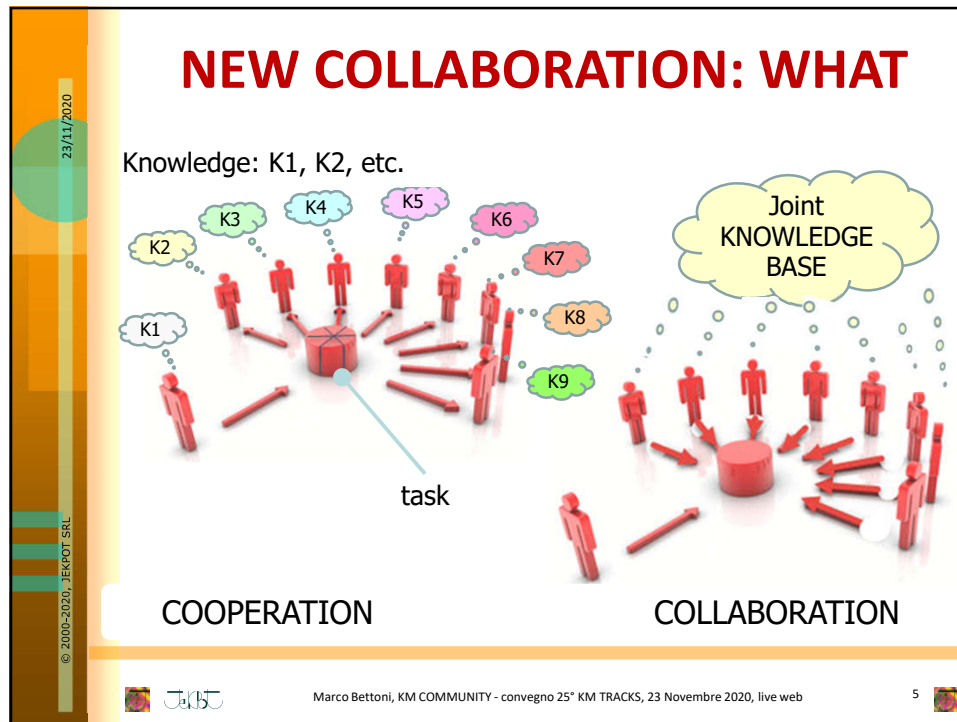
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AGENDA

1. Cooperazione / Collaborazione (WHAT & WHY)
2. Principio e Modello della Piramide (HOW)
3. Modello di Comunicazione
4. Modello di Collaborazione
5. Esempio di piattaforma online per l'interazione mediata da artefatti

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NEW COLLABORATION: WHY?

- The business world in which we are living today is a world of volatility, uncertainty, complexity and ambiguity (VUCA).
- It is a new world which changes faster than we can learn and where business outputs “depend on a wider and wider range of knowledge, skills, values, technologies and competences” (Obeng 1997)
- the trend is clearly moving towards increasingly knowledge-based work units (Jacobs 2019)
- Tasks of these work units tend to require the contribution of more than one individual (fast-changing business environment)
- In this new world organisations should
- develop collaborative cultures, embrace collaborative practices (IDC 2016)
- invest in collaborative business models (Swisscom 2017)
- Example: tasks of the troubleshooting type, a pattern which involves matching problem situations or symptoms with probable causes and devising actions required to resolve the problem (Jacobs 2019)

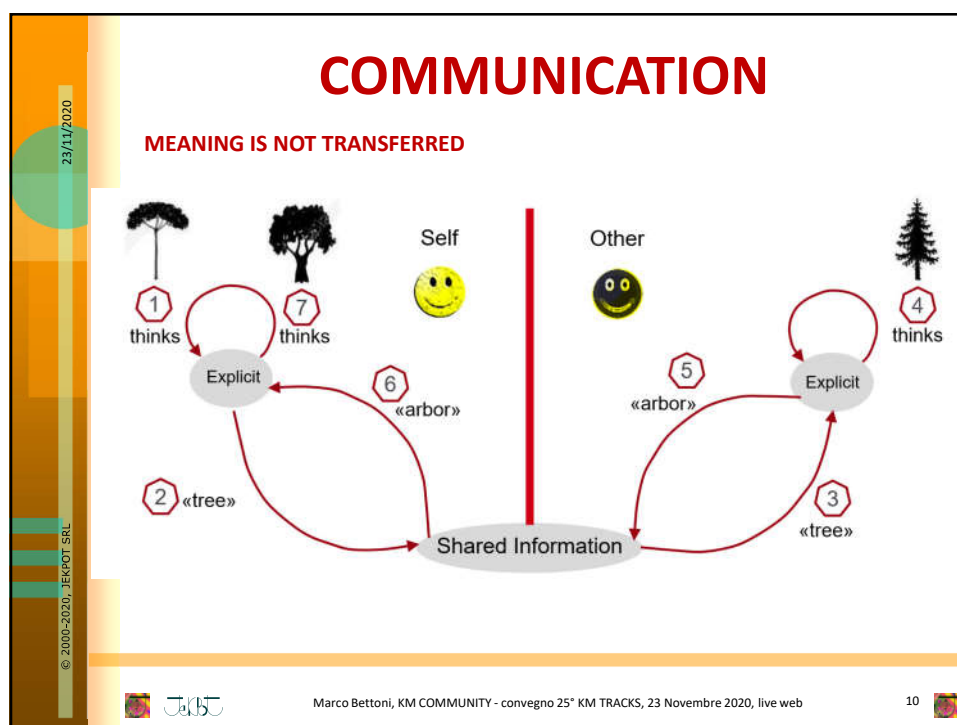
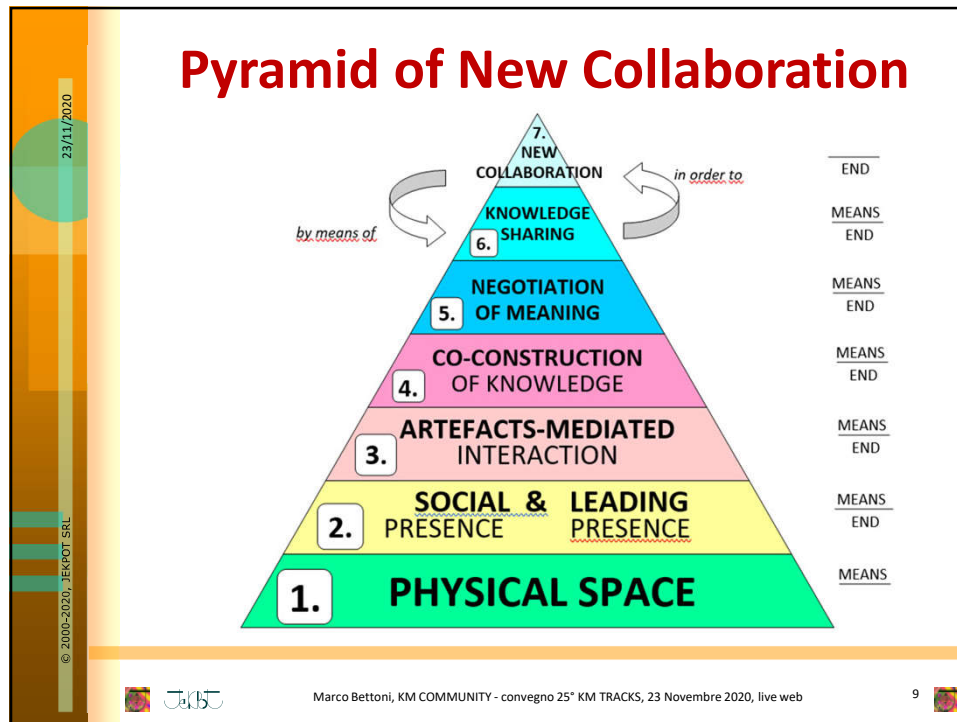
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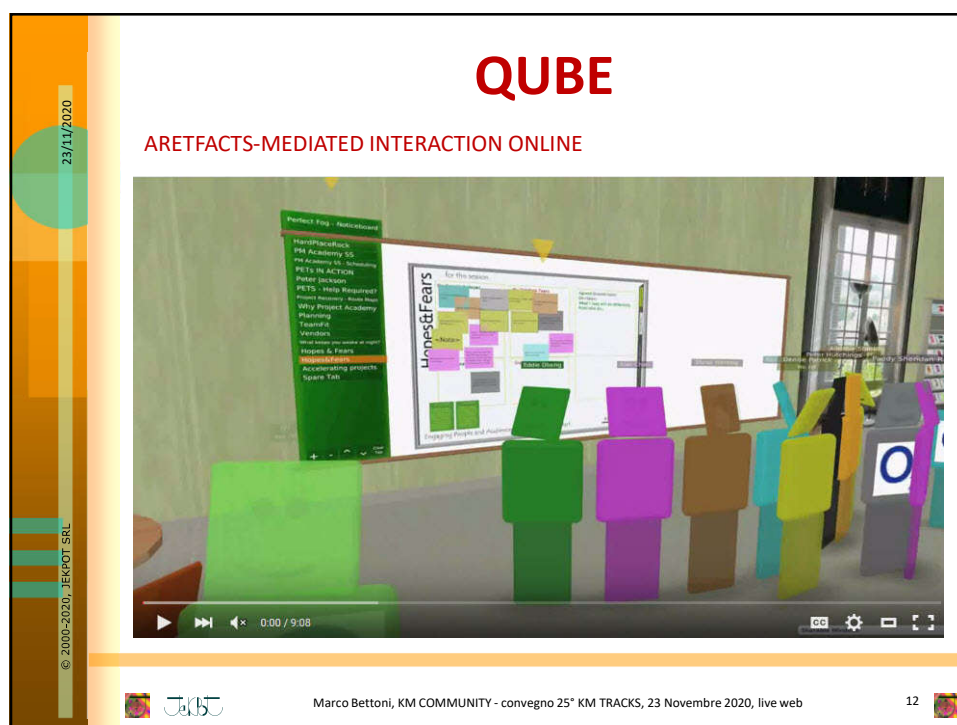
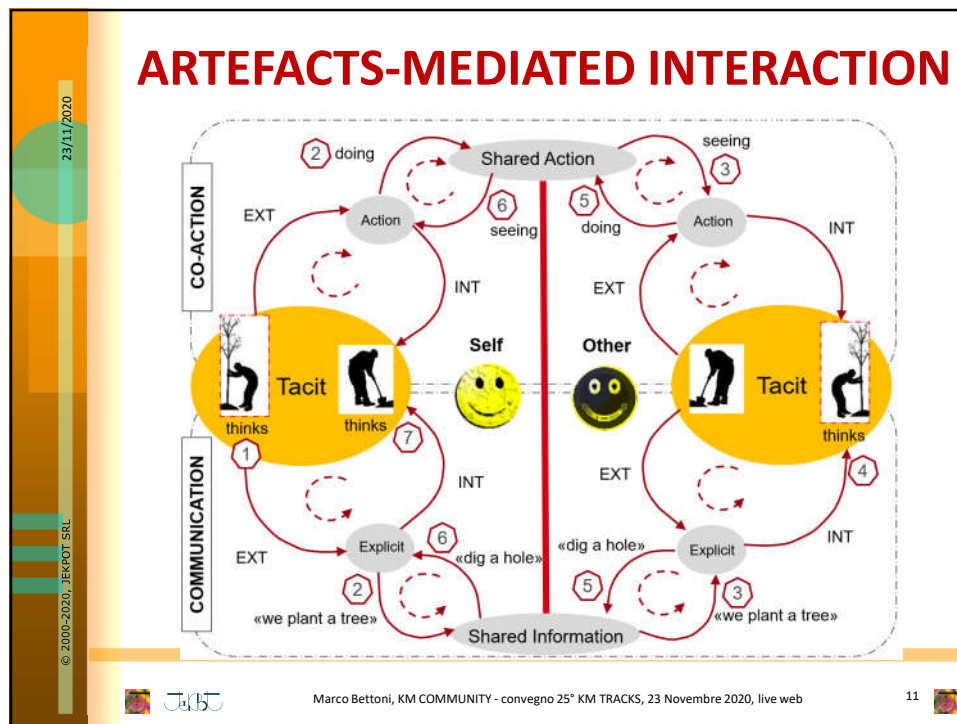
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NEW COLLABORATION: HOW



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