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Ken Friedman

As Chief Learning Officer of the European Pfizer Research University, Victor Newman is active in the theory and practice of knowledge management. One of the problems Newman discovered in the knowledge management literature typifies much management writing: theoretical journals often develop important ideas in ways that managers find difficult to read. Most managers want to read good ideas in well written narrative. This book is Newman's answer. It is a collection of "war stories" from the front lines of management experience. Based on personal experience, interesting cases, and some theory, this book is written to help the working manager understand and make use of the ideas and principles of knowledge management. Despite occasional gaps, it is a well written book that can be digested in a few enjoyable hours.