

April 2025

2Know

KM Newsletter



In the upcoming KMGN Knowledge Session this May, we will be joined by Knowledge Management peers from across Africa, who will share their unique experiences and insights from Knowledge Management Week 2024 as implemented in their respective contexts. The session will take place on May 22nd at 12:00 PM UTC. Registration details will be shared shortly.

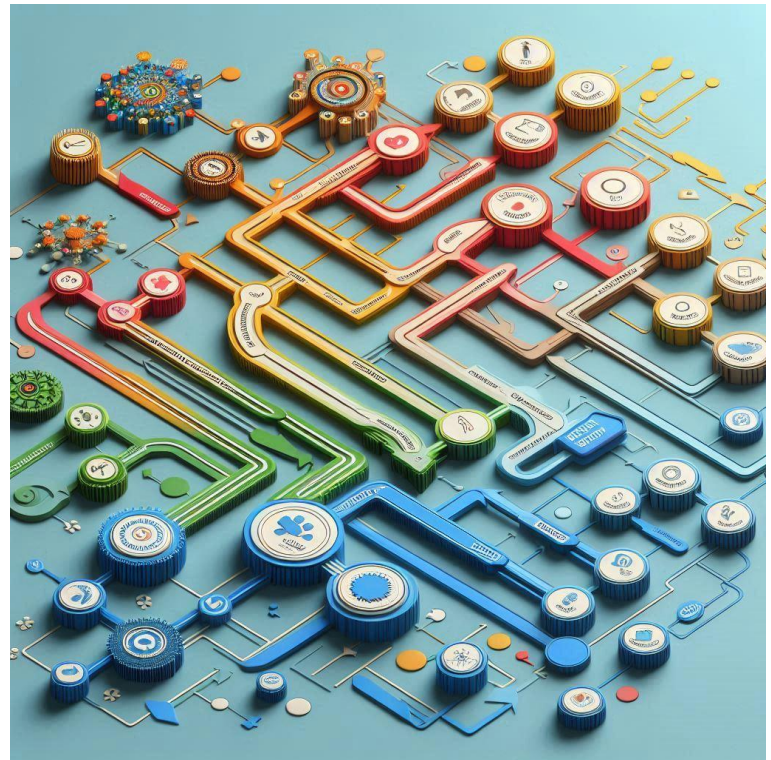
As Easter and Passover approach, we extend our warmest wishes to all our readers for a joyful holiday season, filled with renewal, growth, and the spirit of spring.

01

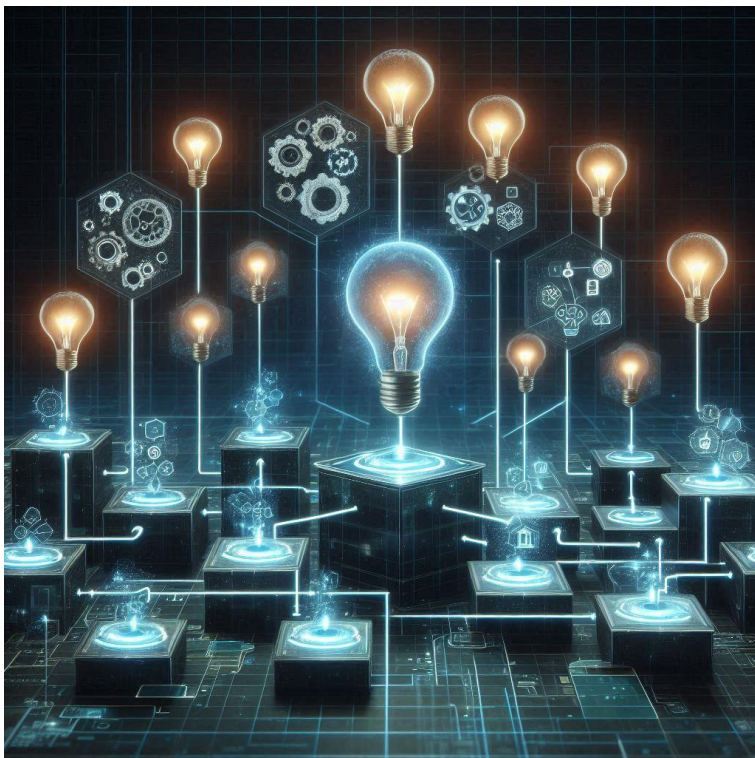
What is a procedure map, and why should we use it?

Knowledge management is a critical strategic asset for any organization in today's business world.

Organizations deal with enormous amounts of information and processes and need to find efficient ways to document, manage, and make this knowledge accessible.



[To full article](#)



[To full article](#)

02

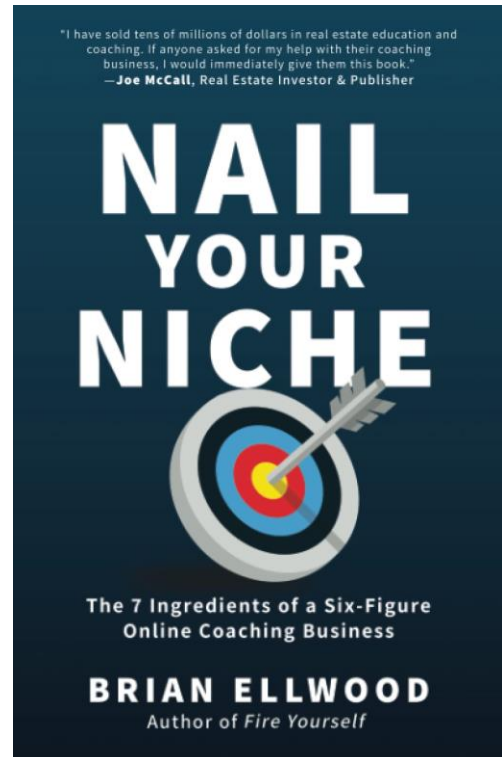
The Difference Between Workflows and Insights: A Deep Dive into Knowledge Management

Knowledge management is a complex and multifaceted field that includes, among other things, two important concepts: workflows, i.e. work process, and insights. These two are often confused, and in this article, we will try to clarify the main differences between these two concepts and examine how they combine to create effective knowledge management.

03

Nail Your Niche - Book Review

This is a book I accidentally came across. I was looking for a book about Coaching, and there were many recommendations. It turns out the book talks about how to develop virtual Coaching businesses online. Of course, I learned from reading it (otherwise, there would be no summary here). I believe that almost every theoretical book has something to learn from, and many can learn from the proposed method, even if their journey is unrelated to the internet, coaching, and the web. You are welcome to read it.



[To full article](#)

Monthly Links

Video clip

This month, we're pleased to share a compelling Knowledge Management story featuring Anahit Gasparyan, Learning and Knowledge Manager at the Central Bank of Armenia. Watch [here](#)

Blog

Explore thought-provoking insights on topics that matter to the Knowledge Management community- Read [here](#)

Article

In Bernard Marr's article, Tom Davenport explores the 'AI-powered citizen revolution,' highlighting how AI democratizes technology, empowering employees to innovate, create solutions, and enhance business agility while transforming broader aspects of life. Read [here](#)

Conference

[APQC](#) 2025 Process & Knowledge Management Conference

April 09-10, 2025

Huston, TX, USA

Details: [here](#)

Knowledge Summit Dublin

June 23-24, 2025

Dublin, Ireland.

Details [here](#)

