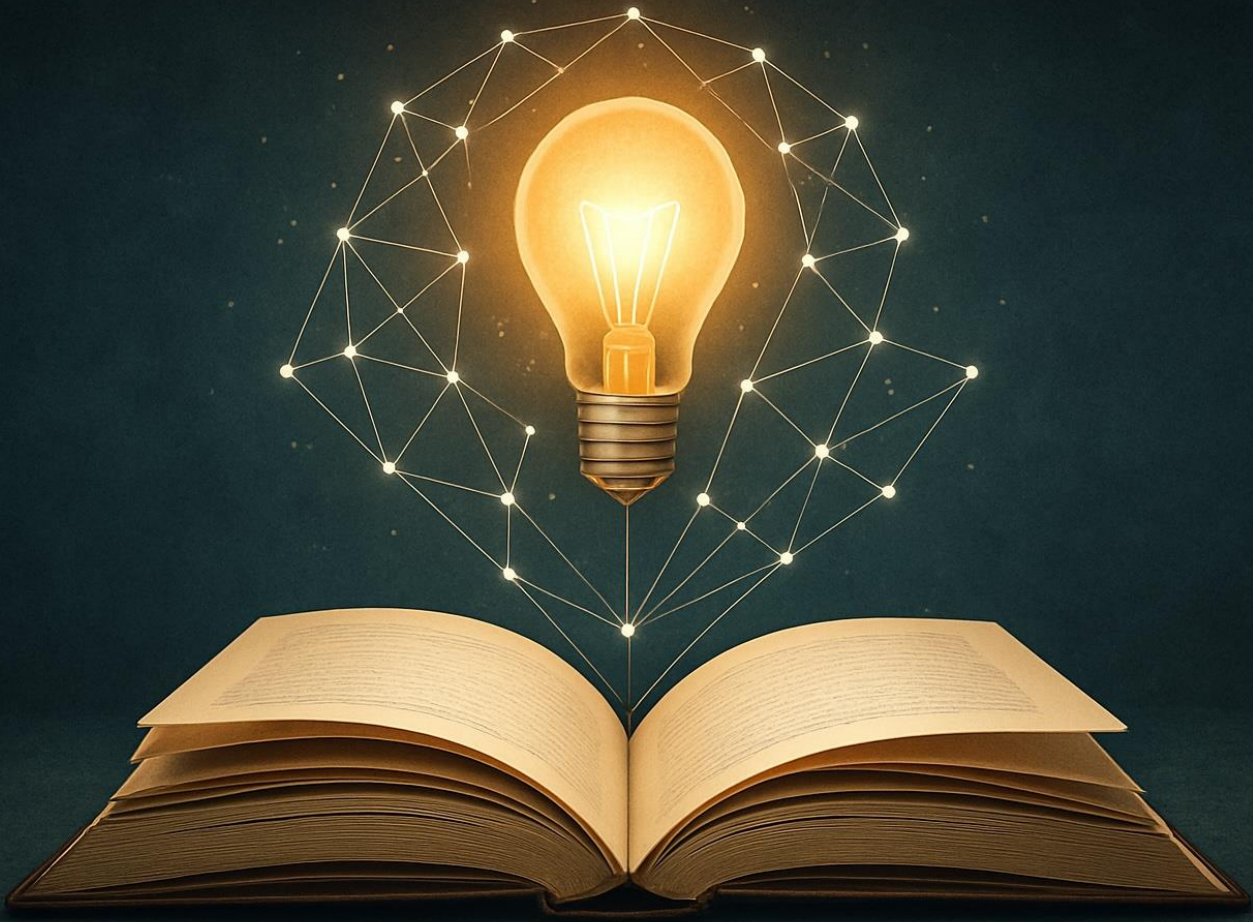


May 2025
2Know

KM Newsletter

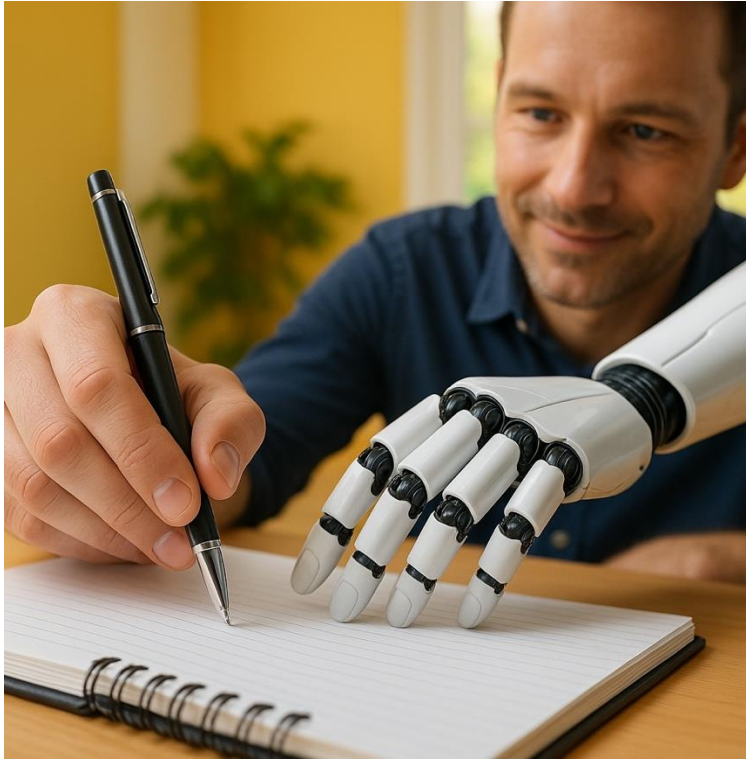


In the upcoming KMGN Knowledge Session this May, we will be joined by Knowledge Management peers from across Africa, who will share their unique experiences and insights from Knowledge Management Week 2024 as implemented in their respective contexts. The session will take place on May 22nd at 12:00 PM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

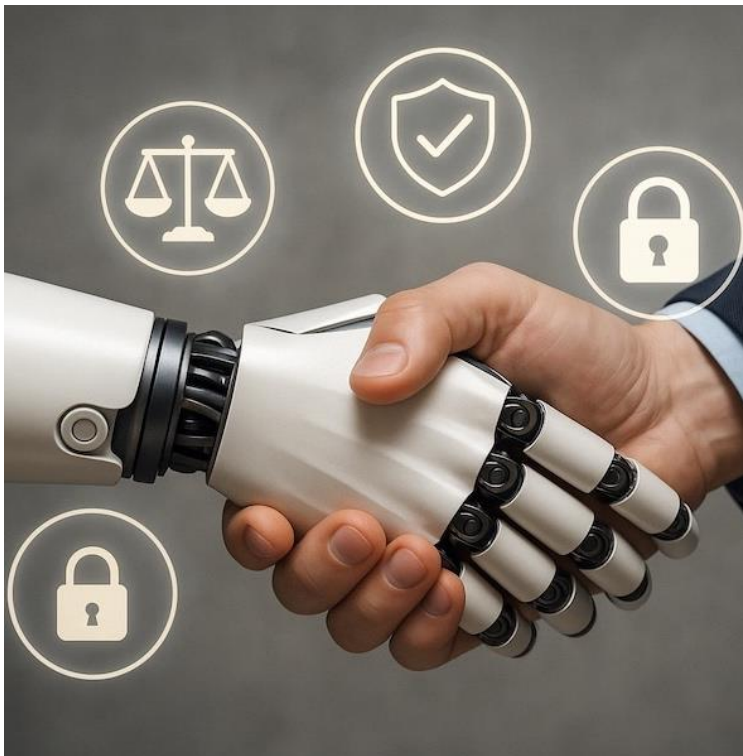
01

Conversational Gen AI as a Tool in Service Centers

The breakthrough of Conversational Gen AI tools like ChatGPT, which happened almost overnight, caused us to recalculate our path. Alongside great excitement and curiosity, there was also a lot of concern.



[To full article](#)



[To full article](#)

02

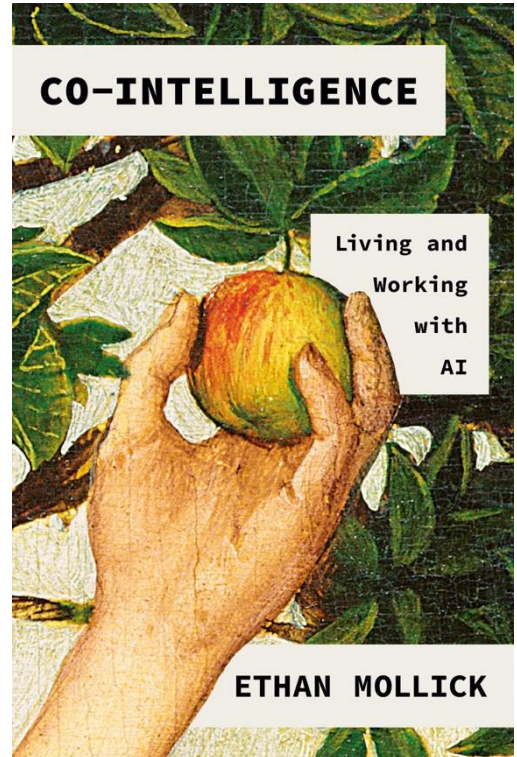
Responsible AI in Organizations: Principles, Risks, and Opportunities

The use of Generative AI in organizations is gaining momentum. However, alongside the significant potential of using Artificial Intelligence to improve processes and decision-making, there is a heavy responsibility to ensure the responsible use of this technology.

03

Co-Intelligence - Book Review

The book "Co-Intelligence: Living and Working with AI" was written by Ethan Mollick in 2024. Writing about a rapidly developing and changing subject in a stable medium such as a physical book takes courage. Nevertheless, Mollick, who has extensive knowledge in the field, presents high-level and practical principles, thus creating a balance of value and relevance.



[To full article](#)

Monthly Links

Video clip

Case Study: Barry Bryne- Novartis - Video

This month's KM case study features Barry Byrne from Novartis, sharing how one of the world's leading pharmaceutical companies incorporates knowledge management into its organizational practices and continuous improvement efforts. Watch [here](#)

Blog

The APQC Blog

Get expert insights on KM, process improvement, and benchmarking. Stay informed on top trends and proven best practices.

Read [here](#)

Article

AI Wakes The Sleeping Giant: Continuous Improvement Will Finally Fulfill Its Promise

Interesting read! One key aspect that wasn't fully explored is the human's role in the loop — and it's a crucial one.

Read [here](#)

Conference

Knowledge Summit Dublin

June 23-24, 2025

Dublin, Ireland.

Details [here](#)

