Objectives:
1. Identify a knowledge issue in an organization.
2. Consider the knowledge issue using principles from TOK. Incorporate ways of knowing and areas of knowledge.
3. Explore two approaches to understanding the problem with the goal of resolving—at least partially—the issue.

Length: At least 800 words. No upper limit.

Format: MS Word document. Follow the instructions on Mr. Hemingway's blog for written assignments.

Submit to Mr. Hemingway via email attachment: thomash@blis.bilkent.edu.tr

Filename format: Sem 2 essay firstname lastname

Additional comments:
Write in your own voice. Present your own ideas without relying on paraphrase, repetition, redundancy or wordiness. Don’t fill your writing with fluff or with questions that you are not attempting to answer. Do not quote Wikipedia, common, nonprofessional dictionaries, or simplistic pseudo-expert sites like about.com or Yahoo Answers. Do not rely on online citation generators.

Resources may be in any type of retrievable media: books, journal articles, online periodicals, blogs, videos, podcasts, etc. Use APA style to document your sources.

Demonstrate attainment of at least Level 3 in Bloom’s Taxonomy.

Due: Friday 26 April 2013 at midnight.

Grade 100 points
Choice of topic: 15%
Selection of resources: 15%
Analysis and application: 40%
Use of examples: 20%
Style, format, language: 10%

IMPORTANT! THE GRADE ON THIS ASSIGNMENT WILL BE YOUR FINAL GRADE FOR THE SEMESTER.
Suggestions for research keywords on Google Scholar*:
   Learning organization
   Organizational learning
   Knowledge management
   Embracing error
   Systems thinking

Suggestions for the context of a knowledge issue:
   Schools, Hospitals, Government agencies
   Engineering and construction firms, Financial institutions

Suggestions for knowledge issues to investigate:
   • A highly skilled employee leaves an organization before sharing her expertise and knowledge about the organization with her coworkers.
   • Employees are sent to expensive training programs, but their skills or productivity have not changed.
   • A hospital needs to reduce the high cost of case management procedures by reducing the number of steps in those procedures.
   • The management practices in a company unintentially supress creativity and innovation by individual employees.

Some sources to start with:
   Authors like Chris Argyris, Peter Senge
   Harvard Business School Working Knowledge
   Anything with reference to The Fifth Discipline
   WWW Virtual Library on Knowledge Management

Some of the better management blogs. For example, Scott Berkun’s posts for July 17, 2005 and June 19, 2007 have plenty of examples --some of them cynical-- of knowledge issues in organizations (my apologies for offensive language). For other blogs, try searching with Technorati (my research search for blogs with the keywords “knowledge management” yielded 1000+ results, ranked by authority).

Mr. Hemingway’s del.icio.us tags:
   https://delicious.com/themingway/knowledgemanagement
   https://delicious.com/themingway/orgdev
   https://delicious.com/themingway/mgmt

*Re Google Scholar: if you find an item on Google Scholar that is shown to be available at Bilkent, but you cannot download it, send the document citation to me and I’ll download and Dropbox it to you.