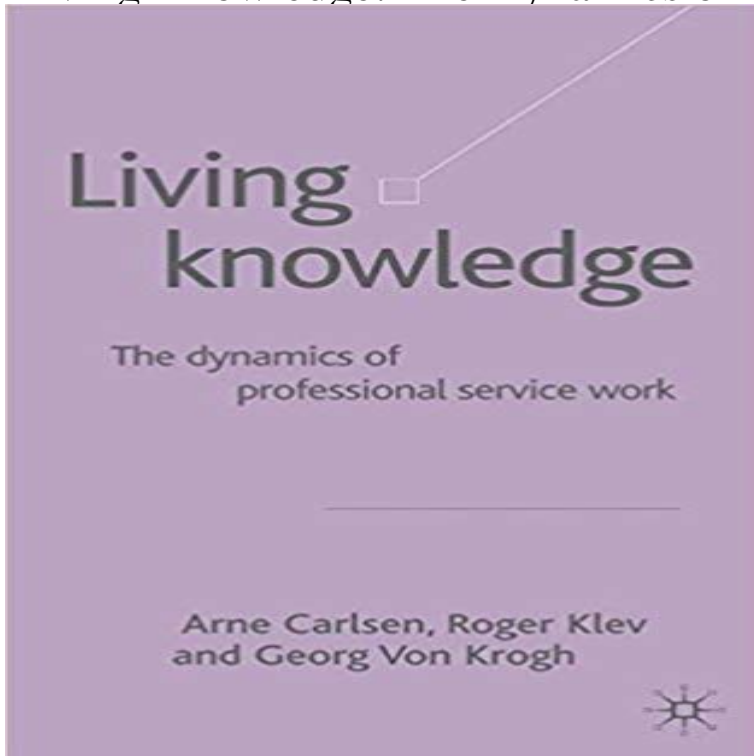


Living Knowledge: The Dynamics of Professional Service Work



What should the next generation of knowledge management practices be? Living Knowledge offers an empirical perspective on the dynamic and living nature of knowledge in organizations, based on research on professional service work. The book starts from a perspective on knowledge as being constituted in practice and guides the reader through a diverse set of organizational experiences. These cases present a series of new concepts for understanding and managing knowledge, such as half-worked boundary objects, knowledge hyperstories, activity centered knowledge support and knowledge dramas.

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