



Principles for managing knowledge:

- I - Knowledge can only be volunteered it cannot be conscripted
- II - We only know what we know when we need to know it
- III - We always know more than we can say, and we will always say more than we can write down
- IV - In the context of real need few people will withhold their knowledge
- V - Everything is fragmented
- VI - Tolerated failure imprints learning better than success
- VII - The way we know things is not the way we report we know things