

Knowledge (Transfer) Management

Models, Concepts and Solutions for Facilitating Knowledge Transfer Processes in a Multilingual and Multicultural Business Environment

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Abstract

In this book, the results of a several year research and development project on models, concepts and solutions for facilitating knowledge transfer processes in a multilingual and multicultural business environment are presented. This project was carried out at the Groupware Competence Center of the University of Paderborn, Germany, by the author.

In this book, the challenges arising from Knowledge (Transfer) Management in international business environments characterized by multilingual and multicultural dissimilarities are discussed from various perspectives:

From the *economic perspective*, this book underlines the importance of managing an organization's intellectual property, as well as the importance of overcoming linguistic and cultural barriers within international knowledge transfer processes, in order to meet new challenges and realize new potential that comes with worldwide globalization trends.

From the *state-of-the-art perspective*, this book provides a general overview of theories, concepts and applications that are categorized under the headline of "Knowledge Management," as well as of the evolving terminology in this context. This is prior to the introduction of a general framework for the International Knowledge (Transfer) Management reflecting some particular necessities in today's increasingly global business environments.

From the *analytical perspective*, this book provides an in-depth analysis of knowledge transfer processes on an abstract level, as well as revealing cultural and linguistic challenges within knowledge transfer processes in international business environments.

From the *conceptual perspective*, this book addresses the cultural and linguistic challenges within knowledge transfer processes, and discusses appropriate concepts to facilitate knowledge transfer in international business environments.

From the *technological perspective*, this book discusses the most appropriate technologies for storing and communicating explicit knowledge within a range of alternative technologies, as well as introducing different technologies that can help overcome cultural and linguistic challenges in knowledge transfer processes.

From the *integration perspective*, this book attempts to synthesize theoretical findings from different theoretical subject fields for the analysis of knowledge transfer processes in multilingual and multicultural business environments, as well as attempting to integrate advanced technologies within the conceptual work and their practical implementations.

From the *practical perspective*, this book presents TransKnow as a prototypical implementation of conceptual approaches introduced for International Knowledge (Transfer) Management.