

The Role of Tacit and Explicit Knowledge in the Workplace

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ABSTRACT

Knowledge plays a key role in the information revolution. Major challenges are to select the “right” information from numerous sources and transform it into useful knowledge. Tacit knowledge based on common sense, and explicit knowledge based on academic accomplishment are both underutilized. Ways knowledge-enabled organizations acquire, measure, teach, share and apply knowledge are discussed and illustrated. Methods to balance the use of tacit and explicit knowledge at work and practical, proven ways to improve the understanding and use of knowledge are presented. Organizations must begin to create worker-centered environments to encourage the open sharing and use of all forms of knowledge.

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