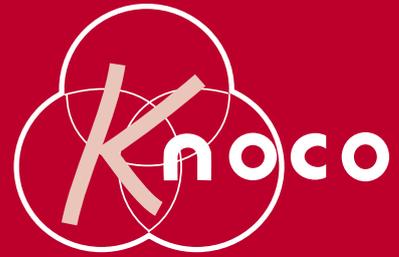


Season's greetings from



As well as working with many of our established clients in 2005, important new commissions have taken us far and wide. We've included a few sample souvenir pictures. In Bangkok we helped develop KM strategy and launch an implementation, in Nigeria we led a lessons capture activity, in Azerbaijan we trained local staff in KM techniques, and in Norway we helped local project teams develop their KM plans.

We continue to offer support at three levels – strategic level support for clients starting their KM journey, skills development for in-house KM professionals, and service work such as Retrospects and other knowledge capture – and look forward to talking with you in 2006.

We hope you have an enjoyable holiday season and a knowledgeable New Year.

Tom Young

December 2005



Carol Gorelick joins Knoco in NY



We welcome Carol Gorelick to the Knoco Family. Carol had actually worked with Tom Young and Nick Milton and other Knoco personnel even before we founded Knoco, and so has an intimate understanding of how we work. Now, based in Manhattan, she has taken up a Knoco consultancy and training franchise in New York.

Carol has a very strong consulting background in KM and organisational learning. She introduced peer assists at Society for Organizational Learning, IFC (a member of The World Bank Group), Harley Davidson and Intel have benefited from the process.

Farewell Paul

This year we say goodbye to Paul Whiffen, who has been working with us since 2003. Paul, whose goal was to work within one large corporate organisation, has joined MW Kellogg Limited (MWKL) as their Corporate Knowledge Manager. We continue to work closely with Paul, and expect to support him and MWKL on their KM path.

BBC team takes a MAKE

The BBC Live and Learn team has won a European MAKE (Most Admired Knowledge Enterprise) award. Knoco has been working with the BBC team and, after an implementation programme, they've handed KM over as an embedded process. Congratulations to Tony, Claire and Rachel.

El Knoco

Our Spanish service is extending from training to full consultancy through our Spanish-language franchise run by Julian Gutiérrez Conde of Business Intelligence Management, based in Madrid.

Some Knoco milestones in 2005

- new Knoco website launched: www.knoco.co.uk
- Knoco MAXIMISER™ reference material goes online
- Carol Gorelick launches the NY franchise
- Tom Garrett formerly of Intel becomes Knoco associate
- Nick Milton's book *Knowledge Management for Teams and Projects* published
- working with KM leaders BP to create a rigorous management framework for knowledge.

Ones to watch in 2006

Do call us if any of these are of interest:

- training in Knowledge Retention (knowledge capture from individuals leaving the organisation)
- Business-Driven Action Learning (a structured way of accessing external knowledge)
- training for Community of Practice Facilitators.