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"A refreshing 'plain English' guide as to how HR people can make real strategic and operational business impact way beyond the traditional scope of the 'Personnel Department'".

Robert Ingram, Vice President, Human Resources
Cap Gemini Ernst & Young

"Christina's book throws down the gauntlet to HR professionals to move knowledge management up their strategic agenda. Drawing on a breadth of examples across many sectors Christina provides us with a way into a topic that we have left on the back burner for too long."