



Communities of Practice: Fostering Peer-to-Peer Learning and Informal Knowledge Sharing in the Work Place (Information Science and Knowledge Management)

Noriko Hara

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1.1 Introduction Each year corporations spend millions of dollars training and educating their employees. On average, these corporations spend approximately one thousand dollars per employee each year. As businesses struggle to stay on the cutting-edge and to keep their employees educated and up-to-speed with professional trends as well as ever-changing information needs, it is easy to see why corporations are investing more time and money than ever in their efforts to support their employees' professional development. During the Industrial Age, companies strove to control natural resources. The more resources they controlled, the greater their competitive edge in the marketplace. Senge (1993) refers to this kind of organization as resource-based. In the Information Age, companies must create, disseminate, and effectively use knowledge within their organization in order to maintain their market share. Senge describes this kind of organization as knowledge-based. Given that knowledge-based organizations will continue to be a driving force behind the economy, it is imperative that corporations support the knowledge and information needs of their workers.

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