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Unit-II

Competency–Meaning, Characteristics, Types–Steps in Developing a Valid Competency Model. Talent Management Information Systems. Developing a Talent Management Information Strategy. Role of Leaders in Talent Management.

Unit-III

The Nature of Knowledge Management–Alternative Views of Knowledge. Types of Knowledge. Location of Knowledge. Rise of the Knowledge Worker. Features of Knowledge Intensive Firm. Key Processes in Knowledge Intensive Firms.

Unit-IV

Knowledge Management Framework of Hansen–Earl’s Seven Schools of Knowledge Management–Alvesson and Karreman’s Knowledge Management Approaches. Knowledge Management Solutions, Mechanisms and Systems. Knowledge Management Infrastructure.

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