

# **LEADERSHIP AND MANAGEMENT SKILLS FOR THE WORKPLACE**

## **Knowledge and Information Management Skills**

for the Workplace

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## **Supplementary task**

The aim of this report is to focus on the leadership and management skills of Amazon. Most importantly, the knowledge management skills and the underlying theory related to this have been mentioned here thoroughly. This assignment covers the market of the e-commerce industry in the United Kingdom and the business scenario of Amazon has been stated here. This assignment highlights the knowledge and information management of Amazon. To proceed with this project, it is important to know the back history of the company which helps to proceed with further research about Amazon. The benefit of knowledge management is another way to define this project. The procedure of knowledge management is also the other focus of this assignment. One of the most important parts is the evaluation of KM and the information management model.

In that part, the concern of knowledge management regarding the service and the product has been described in the report. Not only that but also there is a detailed description of the importance of management information systems. Most importantly the SECI Model is described here which includes socialization, externalization, combination, and internalization. Through the SECI model, the system of knowledge management of Amazon can be defined in a better way. A detailed description of the knowledge management technique of Amazon is stated here briefly. The benefits of knowledge management in the standard operation procedure of Amazon have been mentioned in this report. While discussing knowledge management there are various challenges that are faced by Amazon, these are also started in this project. There is also mentioned about the way of the improvement for the recovery of challenges like how Amazon recovers the challenges which is related with the knowledge management. By the use of knowledge management, Amazon is standing as one of the best e-commerce industries all over the world.

## Reference

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