Table of Contents

Section I
The Enablers of Organizational Memories

Chapter I
Peter Stoyko, Canada School of Public Service, Canada

Chapter II
Nicholas N. Bowersox, TUI University, USA

Chapter III
Nicholas P. Robinson, McGill University, Canada
Prescott C. Ensign, University of Ottawa, Canada

Chapter IV
Jerry Westfall, Liberty University, USA

Chapter V
Parissa Haghirian, Sophia University, Japan

Section II
The Components of Organizational Memories

Section III
Organizational Memories in Action

Section IV
Selected Readings