Working, Communicating and Learning with IT

- with example from the Swedish health care

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Work and Learning

“In your career knowledge is like milk. It has an expiry date.”
(a CTO at Ford Motor, to a group of engineering students)

• Today, every work requires that the worker develops his/her competence.

• Learning should be seen as a continuous process, an important part of every profession

• Knowledge of where to find knowledge….To learn how to learn
Communication at Work

- Preparation
- Negotiation
- Customer
- Performer
- Acceptance
- Performance
- Conditions of Satisfaction
- Cycle Time
Work and Learning in Combination – networks of conversations

- Learning as part of continuous workflows
- ”Triggers” from requests, commitments and feedback
IT-tools in the Knowledge and Learning Field

- Technologies for Knowledge in Systems
  - for example Expert systems and
  - Knowledge repositories

- Technologies for Human Interactions
  - for example Expert locators,
  - Ask-the-Expert systems and
  - Conference systems/Online community systems
Studied Reactions

• While knowledge repositories aim to address a broad audience, the complexity of people and problems are most often neglected.

• Private networks of experts are often preferred to shared Expert locator systems.

• Trust is a crucial issue when contacting people for professional advice.
Redesign of Working and Learning with IT

- Combination of different knowledge tools, for different purposes
- To consider the meaning of trust when Expert locators are designed
- Dynamic systems that permit personal updates
- Development of conference applications
- Knowledge tools - for all professional groups