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."
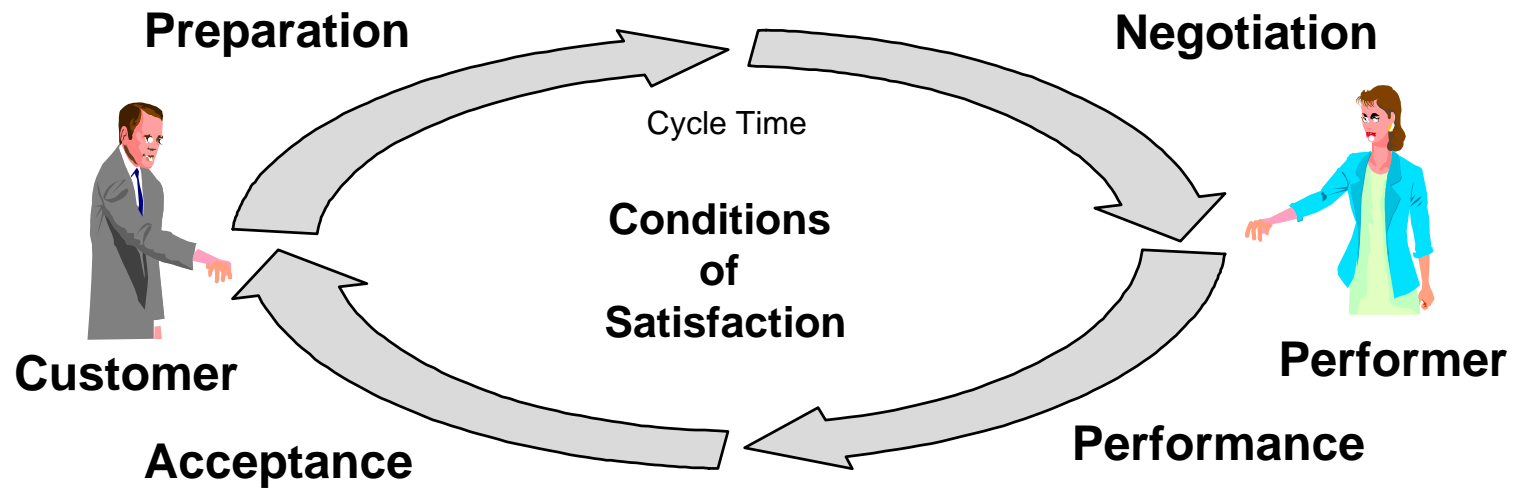
    (a CTO at Ford Motor, to a group of engineering students)

- 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

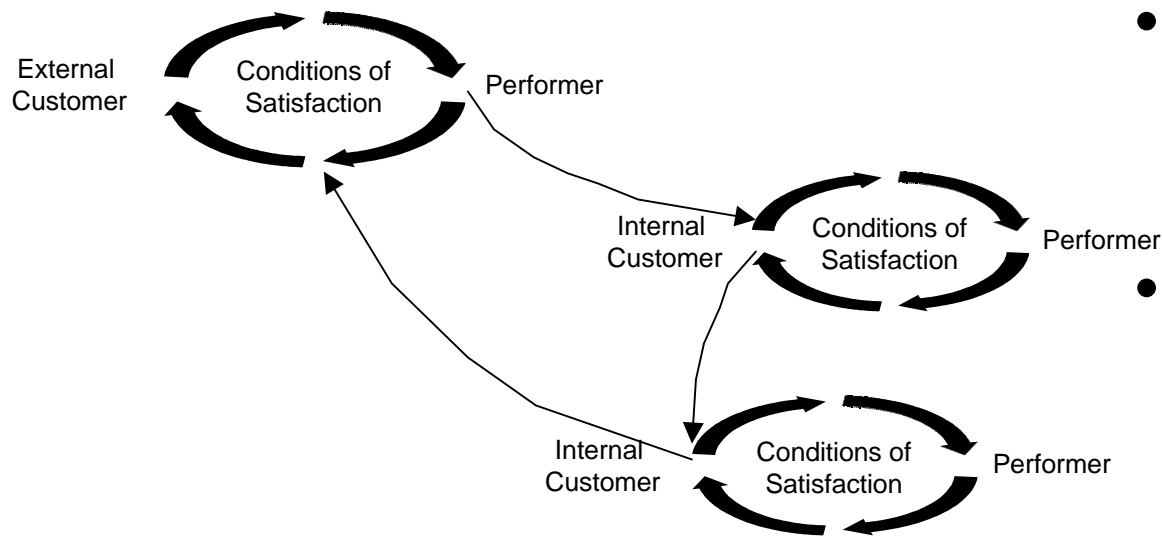- Knowledge of where to find knowledge….To learn how to learn

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Communication at Work

Preparation

Negotiation

Cycle Time

**Conditions
of
Satisfaction**

Customer

Performer

Acceptance

Performance

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Work and Learning in Combination –networks of conversations

- Learning as part of continuous workflows
- "Triggers" from requests, commitments and feedback

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Health-Care Example
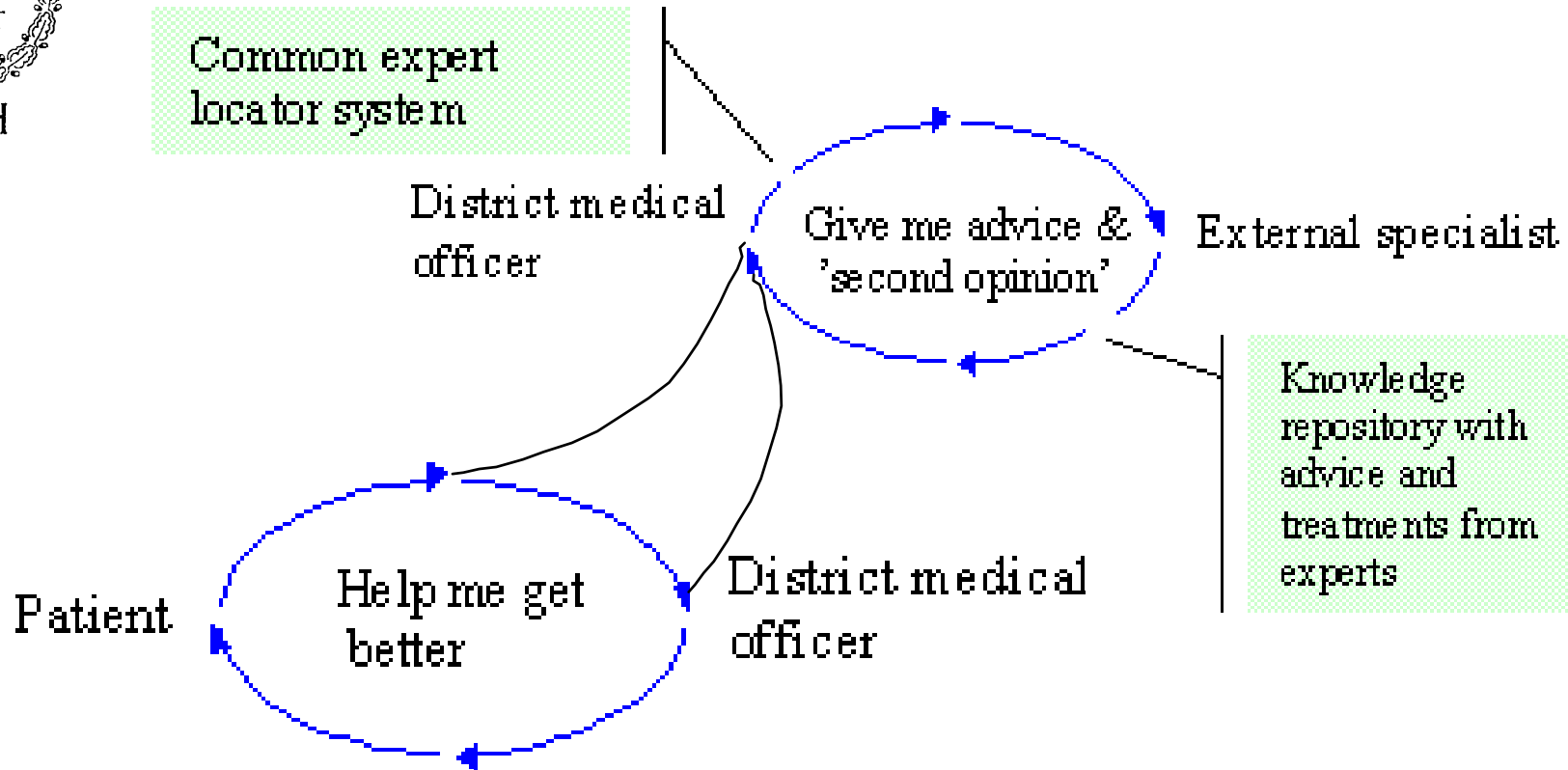
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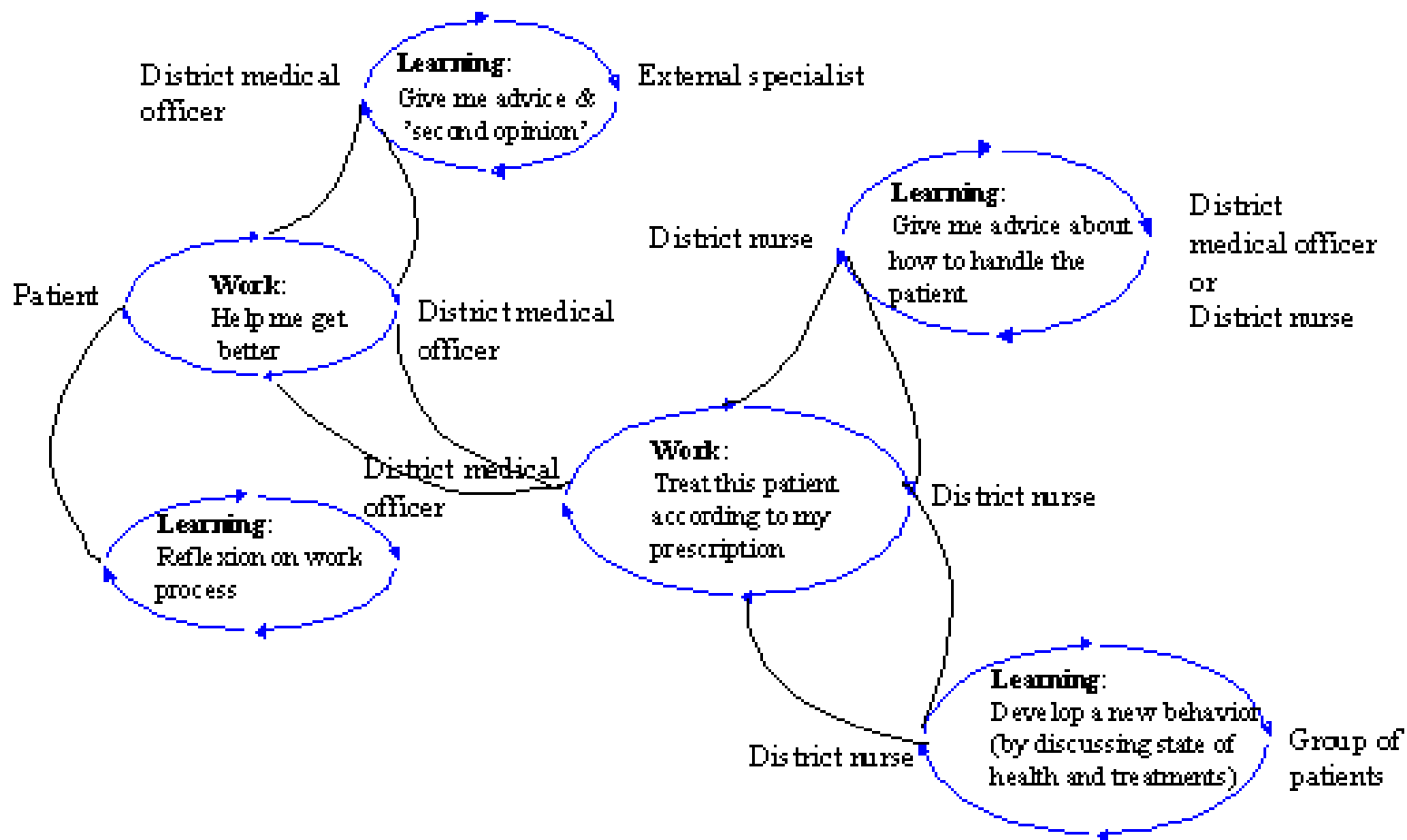
IT-tools in the Knowledge and Learning Field

- 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

Knowledge-tools for District Medical Officers

Common expert locator system

District medical officer

Give me advice & 'second opinion'

External specialist

Knowledge repository with advice and treatments from experts

Patient

Help me get better

District medical officer

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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.

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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

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