

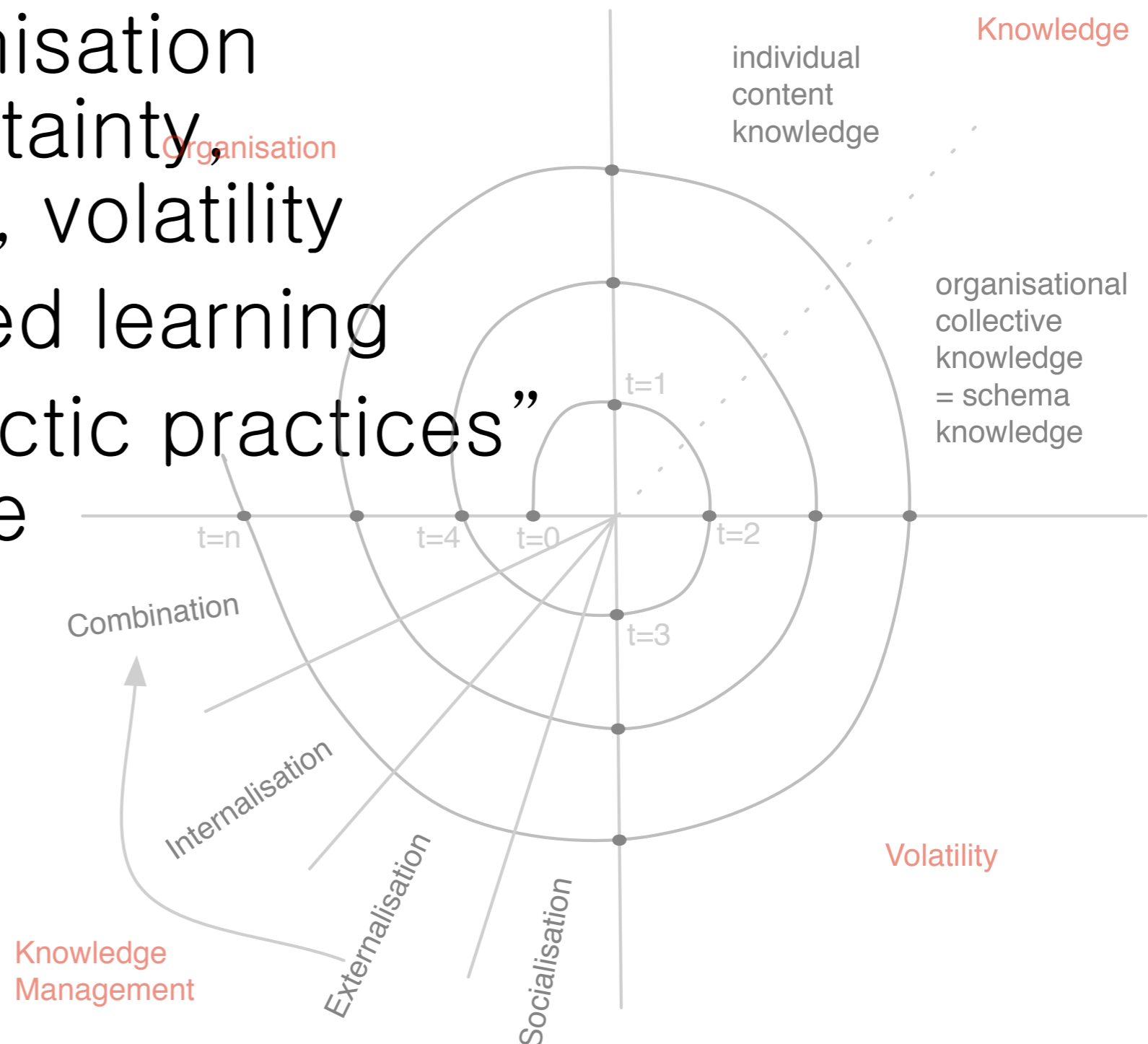
Support for Learning in Change Management

Hilda Tellioglu

Institute of Design and Assessment of Technology
Vienna University of Technology
Multidisciplinary Design Group
hilda.tellioglu@tuwien.ac.at

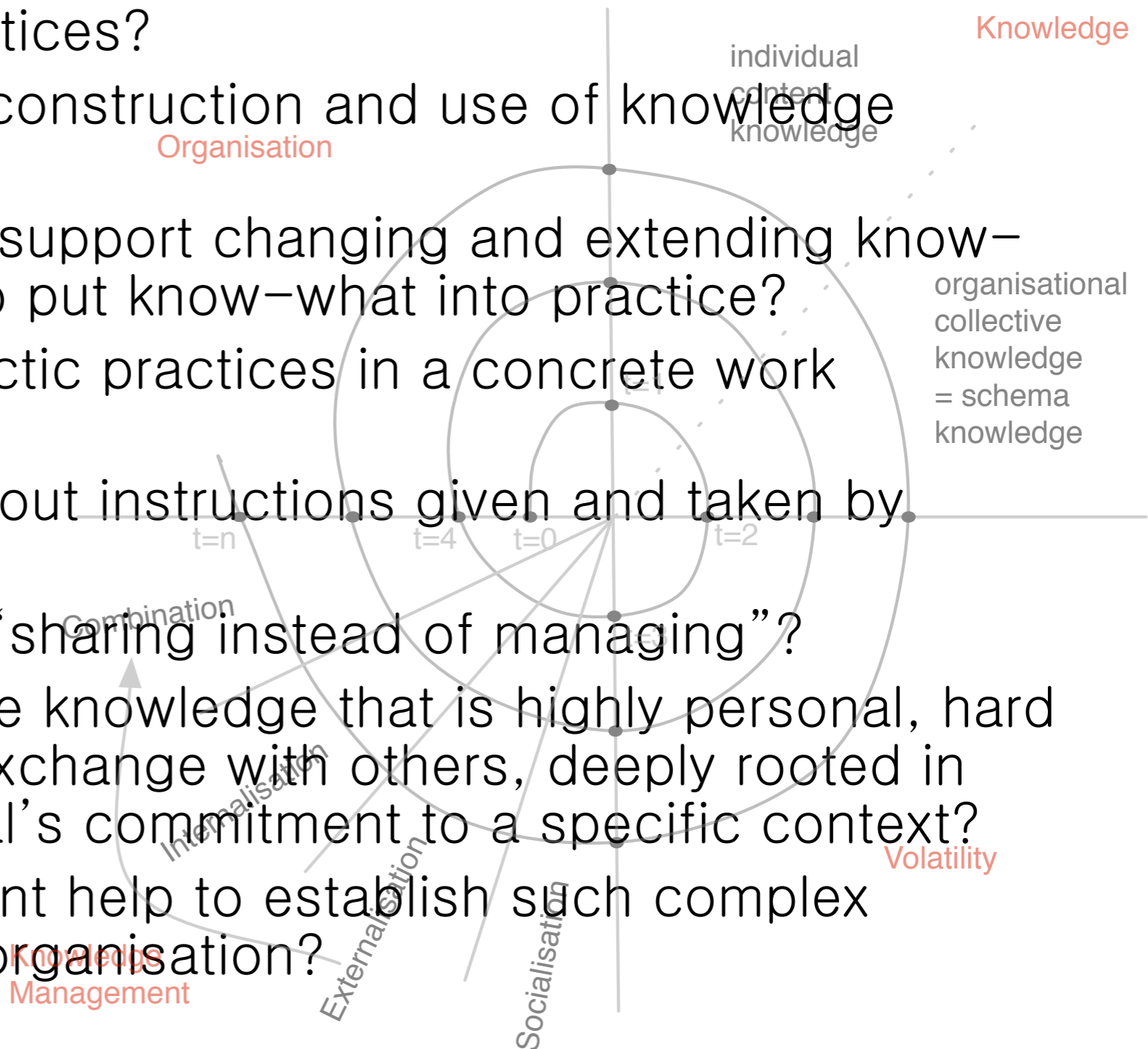
Research Setting

- a changing organisation
resistance, uncertainty,
insecurity, chaos, volatility
- individual & shared learning
- support for “didactic practices”
in case of change

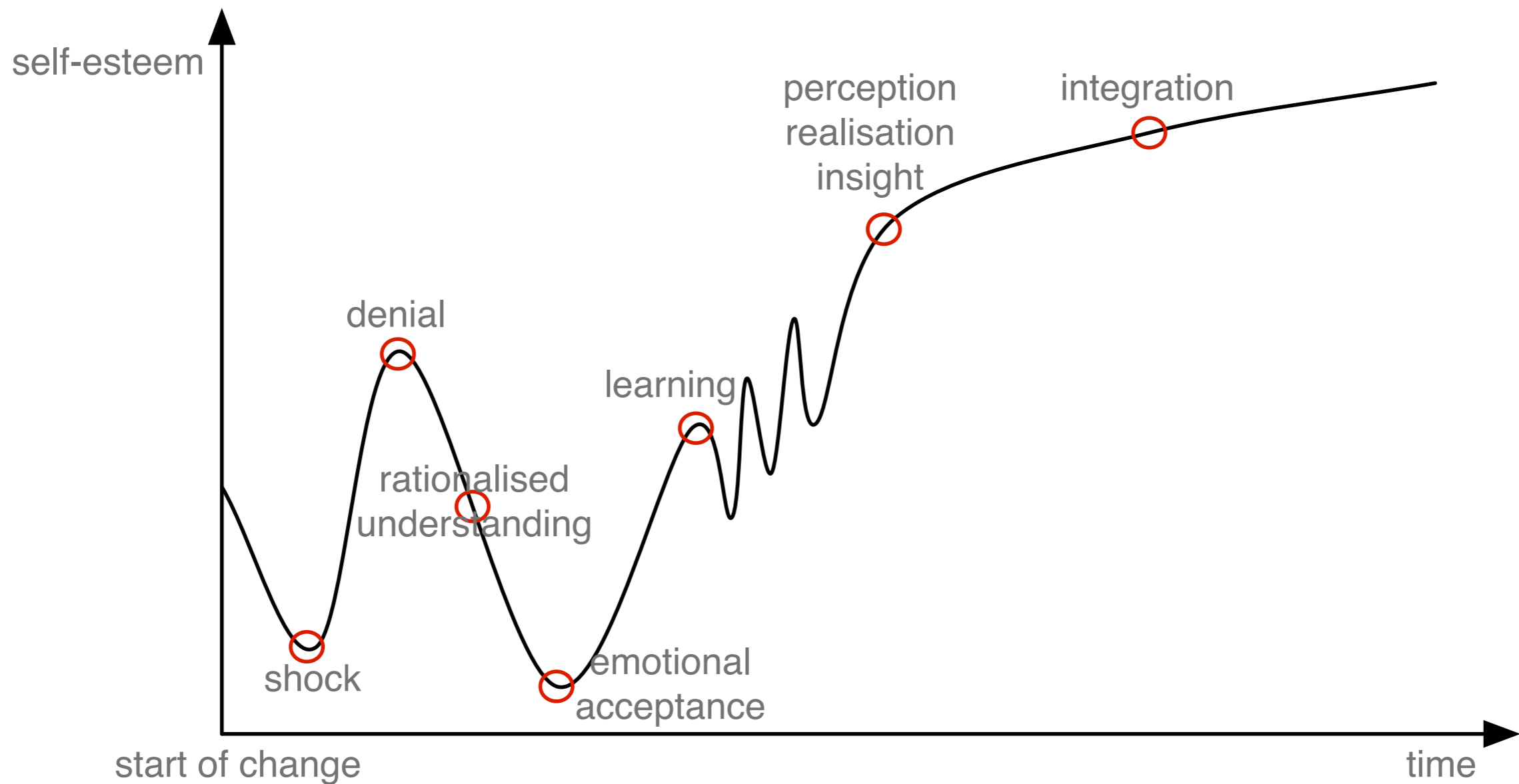


Questions

- How can we change practices?
- How can we change the construction and use of knowledge among people?
- How can a CSCL system support changing and extending know-how which is the ability to put know-what into practice?
- What are the related didactic practices in a concrete work context?
- Are we actually talking about instructions given and taken by people?
- Why don't we talk about "sharing" instead of "managing"?
- How can we communicate knowledge that is highly personal, hard to formalise, difficult to exchange with others, deeply rooted in action and in an individual's commitment to a specific context?
- Can a learning environment help to establish such complex change processes in an organisation?



Learning, Realisation, Integration



(Kostka & Mönch, 2009)

Support required

- Easy capturing of data that is provided in change processes.
- Informing the people about changes, decisions, challenges, news, etc.
- Contextualising the information in the particular organisation with respect to specific (past and future) products and processes.
- Feedback or commenting on information provided by all participants.
- Accessibility for all participants, even if the relevance is not very obvious at the time of announcement of the information.
- Configuring based on individual and collective needs.
- A protected space for sharing.
- Easy change between private and shared mode.
- Illustrating changes in comparison to the existing structures, processes, or other organisational, informational, strategic, or technical factors.
- Collective editing and commenting to others content.

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Can CSCL@Work support these?