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New Collaboration *is Knowledge-Based*


What, Why and How

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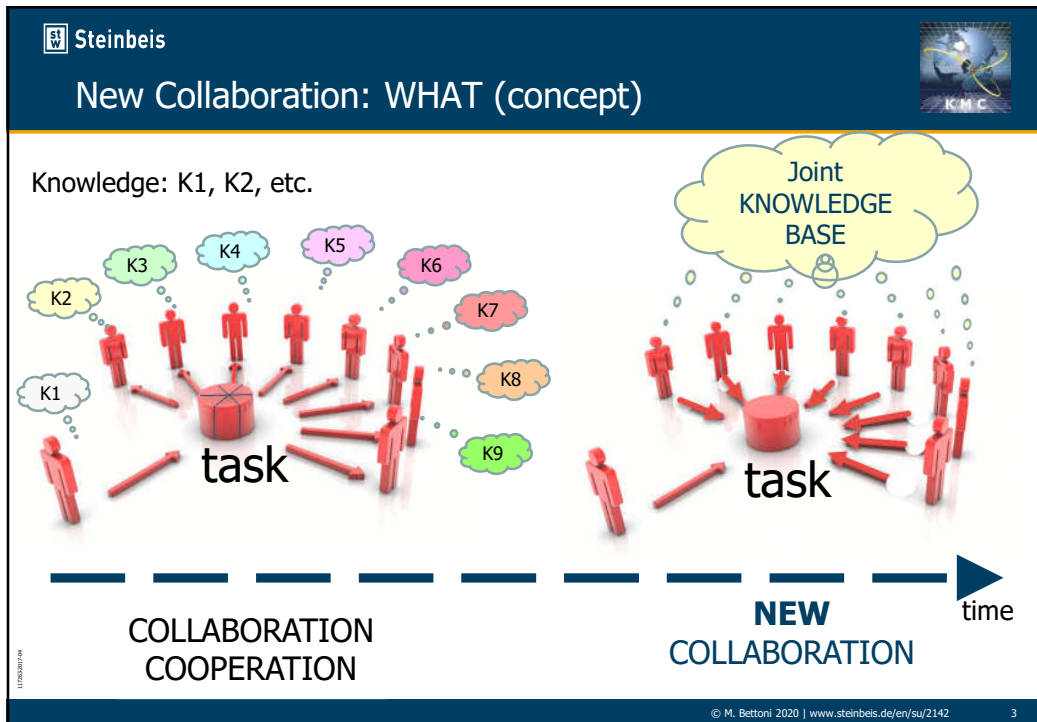


Agenda

1. Cooperation vs. Collaboration (WHAT & WHY)
2. New Collaboration Pyramid (HOW – process *structure*)
3. Communication Model
4. Collaboration Model
5. Enabling Platforms: Example

} (HOW – process *procedure*)

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New Collaboration: Definition

New Collaboration is
 a way of working together
 at the same, shared task **without splitting it**,
 whereby concurrently being
 mutually engaged as a **community**
 for constructing and maintaining
 a **Joint Knowledge Base**
 as a basis for accomplishing that task.



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New Collaboration: WHY?

1. The business world in which we are living today is a world of volatility, uncertainty, complexity and ambiguity (VUCA).
2. It is a new world which changes faster than we can learn and where business outputs "depend on a wider and wider range of knowledge, skills, values, technologies and competences" (Obeng 1997)
3. the trend is clearly moving towards increasingly knowledge-based work units (Jacobs 2019)
4. Tasks of these work units tend to require the contribution of more than one individual (fast-changing business environment)
5. In this new world organisations should
 - develop collaborative cultures, embrace collaborative practices (IDC 2016)
 - invest in collaborative business models (Swisscom 2017)
6. Example: tasks of the troubleshooting type, a pattern which involves matching problem situations or symptoms with probable causes and devising actions required to resolve the problem (Jacobs 2019)

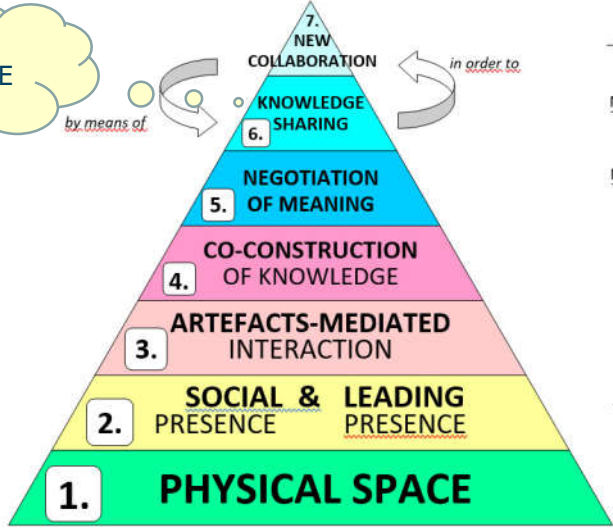
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New Collaboration: HOW (ECKM 2019)

6. Joint
KNOWLEDGE
BASE

by means of



in order to

END

MEANS
END

MEANS
END

MEANS
END

MEANS
END

MEANS
END

MEANS

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Communication: Meaning is not transferred


Fischer, T. & Herr C.M. (2019) An Introduction to Design Cybernetics. In: T. Fischer, C. M. Herr (eds.), Design Cybernetics, Design Research Foundations, https://doi.org/10.1007/978-3-030-18557-2_1

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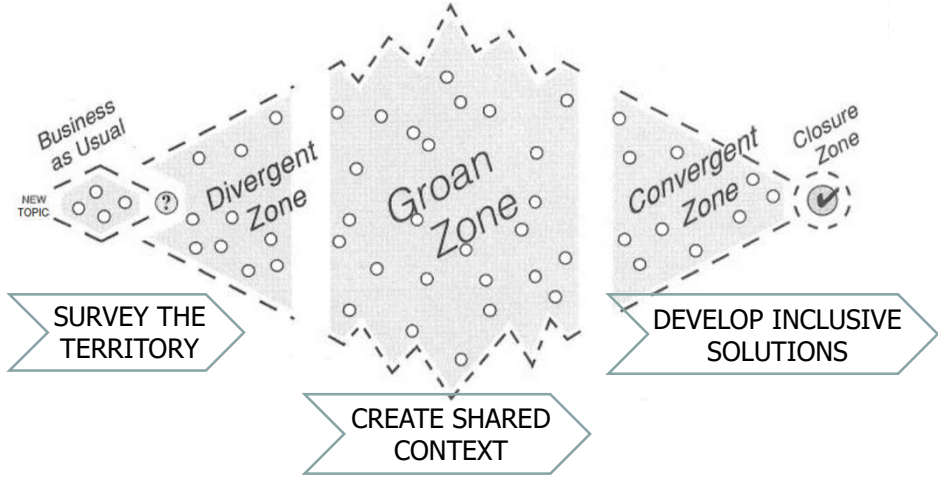
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Collaboration: Artefacts-mediated interaction

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Group Dynamics: 3 Phases




Kaner, S. (2007) Facilitator's Guide to Participatory Decision-Making. San Francisco: Jossey-Bass/Pfeiffer, 2nd Edition.

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3D Interaction online: Artefacts-mediated



QUBE

Group interaction at a panel
<http://qube.cc>

0:00 / 9:08

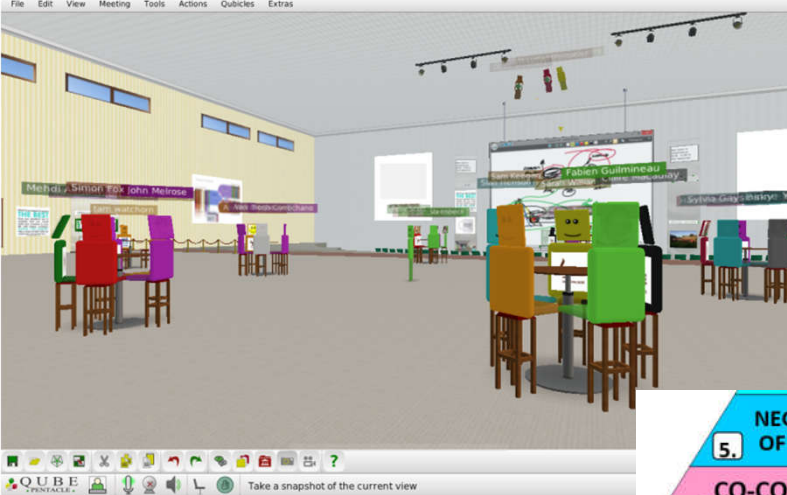
<http://www.pentaclethevbs.com/>

3. ARTEFACTS-MEDIATED INTERACTION

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3D Interaction online: Negotiation



QUBE
Breakout session
<http://qube.cc>

5. NEGOTIATION OF MEANING


4. CO-CONSTRUCTION OF KNOWLEDGE

<http://www.pentaclethevbs.com/>

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3D Interaction online: Presence



QUBE
Group meets in plenum
<http://qube.cc>

2. SOCIAL & LEADING PRESENCE

<http://www.pentaclethevbs.com/> <http://qube.cc>

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