

Understanding and facilitating skill development within teams by sharing collaborative procedures

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Supervised by

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2 Context of the subject

Understand and facilitate **skill development within of teams** *(and collectives...)*

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Understand and facilitate **skill development within of teams** (and collectives...)



informal sharing between members
= members sharing their **personal practices**

digital context = less visibility of team member work
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Member skill & expertise development

*ex. tips or work-around for an internal software,
team variation of a global procedure, similar situation
problem solving...*



Standardization & development
of collective practices

*ex. agreeing on a common project
organization, software, methodology...*

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Research Question 1 :

How do team members share personal work practices to their team ?

and, depending on RQ1, RQ2 :

How can we facilitate sharing of personal practices within a team ?

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What influences the sharing of personal practices ? How do people decide what is worth sharing?

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2 research fields

Semi-structured Interviews & Observational studies

An **activity theory approach** (with foundations from Distributed cognition)

- 1 *Lyon Municipal Library (BML)*
+400 public agents
Sharing poster design practices between non-designers
- 2 EDF Pulse Design
Team -20 people
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Contribution to PC2

knowledge
personal practice sharing between team members

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What form should these practices take to be intelligible ?

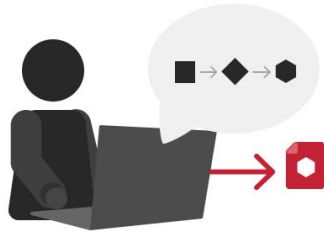
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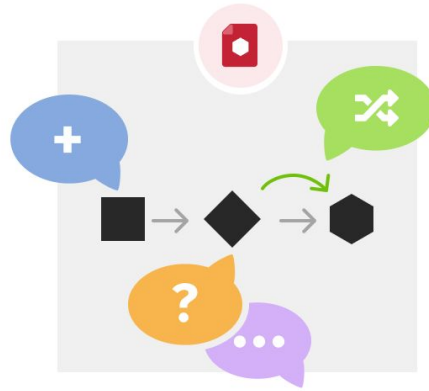
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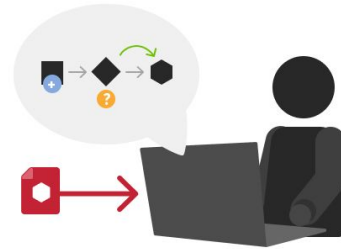
Concept proposals, User Testing & Evaluation



Capturing an interaction history or activity log to get a basic procedure



Collaborative annotation and updating of the procedure
(multiple times)



Display/Demonstration of the co-authored procedure

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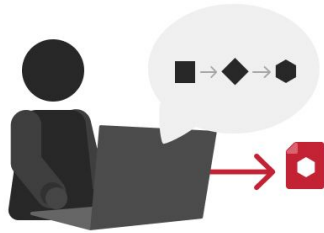
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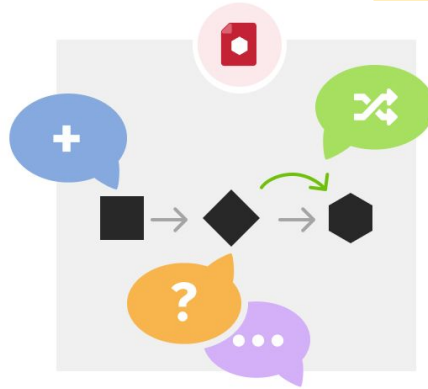


guidelines (& tool)
to facilitate personal practice sharing in the form
of co-edited procedures

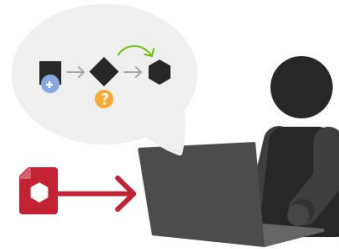
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Lot of work on collaborative tutorials & sharing in online communities
how to include “community content” ? how to keep a tutorial up-to-date ?

→ In line with this work, but :

- **between team members** (interest in collectively defining the procedures, individual experience)
- in a **work situation** (working activity, similar context between members)
- focused on **personal practice sharing** (multiple ways to do a task coexist and evolve overtime)

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→ Collaboration tool to share personal practices, co-author them and update them overtime
to **collaboratively develop team members expertise & get collectively defined practices**