Informed Systems Approach: New Directions for Organizational Learning

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Theoretical Antecedents

- Nonaka (\textit{ba}/SECI)
- Checkland (SSM)
- Bruce (Informed Learning)
- Crossan (4i Learning Framework)
Methodological Aim

• Multi-level organizational learning and knowledge capabilities produced within enabling co-designed environment for using information to learn.

• Dialogue and reflection processes produce professional practices that value multiple perspectives, re-evaluate assumptions, and re-examine positions.
Processes of Organizational Meaning (POM)-model
Synergistic Contributions Model

Wise Use of Information

Knowledge Base and Knowledge Extension

Information Sources

Information Awareness and Communication

Information Control

Information Process - Learning

- Tacit Knowledge: Internalization
- Explicit Knowledge: Combination
- Explicit Knowledge: Externalization
- Tacit Knowledge: Socialization
- Tacit Knowledge: Intuit, Interpret

i: individual
q: group
do: organization

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Informed Systems Knowledge Capabilities

• Information and communication technologies
• Information sources
• Information and knowledge generation processes
• Information curation and knowledge management
• Knowledge construction and worldview transformation
• Collegial sharing and knowledge extension
• Professional wisdom and workplace learning
Concluding Reflections

Transferrable to other information and knowledge organizations experiencing dramatically changing external environments.

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Selected References


