Designing for cooperation: cooperation in design
By Morten Kyng

Participatory design: cooperation between users and designers in design

-mutual learning instead of analysis: understand the use situation (ex. snow in May ☺)
 and for users to understand the technology

- cooperative design = skilled users as co-designers

Scandinavian approach (Kristen Nygaard):

- The Collective Resource Approach: collaboration with trade unions (UTOPIA)

- counteract less cooperation on the shop floor ("two-way terminals", "cross contact")

- conflict and negotiation

doing participatory design

- tacit knowledge $\Rightarrow$ prototyping, mock-ups, simulations of work situations

- transferring old knowledge to new technological solutions = new work tools

From Workplace to Development: What Have We Learned So Far and Where Do We Go?

By Rebecca Grinter

Study of workplace studies: how can they inform design?

Eight observations about collaboration and technology in collaboration:

1 people assess data based on status of provider

2 individuals make their work visible to others, and monitor each other

3 people's perception of technology effects the way they use it

4 work is dynamic and involves many channels of communication

5 spatial arrangements of papers and stuff inform others about the current activities

6 people construct and share interpretations of the work-in-progress

7 work often deviates from the plans in order to accomodate situated action

8 maintaining context supports long-term collaboration

$\Rightarrow$ design should not only have The System as its focus: "design at the edges"

$\Rightarrow$ when to innovate?