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 ⇒ 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 accommodate situated action
8. Maintaining context supports long-term collaboration

⇒ design should not only have The System as its focus: ”design at the edges”
⇒ when to innovate?