Analysing Communication in the Distributed Workplace

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Overview

Distributed workplace

Flexibility enabled by ICT

Communication in the distributed workplace:

Understanding communicative needs

Meeting communicative needs

Communication and the Common Ground

Theory of communication to explain how people
Collaborate to solve joint problems
Create relationships based on trust and personal contact
SANE Unified Framework (work in progress)
Integrating Place – People - Process

**Distributed workplace**

Architects design physical work settings
IT design technology-enabled settings
Scientists investigate interactions in ‘hybrid’ settings of distributed workplace:
Access to
Private, privileged and public spaces
Trust and friendship in distributed teams
New ways of working for distributed organisations
Organisational identity
Effective business processes and disappearing computer

**Information and Communication Technologies**

Impact of ICT on:
Organisational strategy
Less travel and reduced cost vs. better connectivity
Teamwork
Remote A/E/C meetings vs. better coordination
Task performance
Distributing CAD files vs. capturing individual views
Conversations between remote partners
Webcams on hardhats
How do people create the common ground in communication?
Communication and the Common Ground

Inter-disciplinary Theory of Communication

Aims to explain:

How communication serves the purpose of making task performance more effective;

How conversations are organised for creating trust and effective teamwork;

Benefits:

How to design ICT to optimise flexibility

Applications

Workplace design – E.g. management consultancy tools

Education – E.g. distance learning programmes

ICT design – E.g. user interface as ‘communicative space’ bringing people together