Legitimate Knowledge

- It is through discursive activity that knowledge is legitimated and power is bestowed.
- Knowledge both creates and is created by Power.
- Epistemology is the "theory of knowledge" e.g. The nature of Nursing Knowledge.
- Heuristics are "rules of thumb".
- Empiricism – from experience, 5 senses.
Carper's Patterns of Knowing

- Empirical Knowing
- Ethical – Moral knowledge
- Personal Knowing – experiential, intuitive
- Aesthetic Knowing

Each pattern is essential for achieving mastery in the discipline of Nursing

Shows the complexity & diversity of nursing knowledge
Model of Guided Reflection

* Johns added two further dimensions to Carper's model to his Reflection Model

* **Unknowing** – being open to client; recognizing what is unknown thus open to know

* **Sociopolitical Knowledge** – issues of power, whose voice is heard, whose voice is silent, helps nurses understand when and how they might act in relation to the context of nursing

* Need Reflection in Action
“Practitioners should be encouraged to follow John's advice and reflect on their everyday practice to surface habitual actions, examine their strengths and weaknesses and thus open up the possibilities of learning by developing the art of unknowing.” (Heath, p. 1058).
Construction of Legitimacy

- Knowledge = Cultural Capital
- Accumulating this knowledge, especially “high status” knowledge becomes Social Capital
- Market over capital exist in structured ways, in contexts – in overlapping fields of power
- Some knowledge cannot be quantified, captured, codified, or stored – knowledge resides in people, not in machines or documents
- It is not an object per se but “in” us
Duality of Knowledge

• **Hard Knowledge** = Formal Knowledge, “Know – What”, Explicit – Expressed, Conscious, Impersonal

• **Soft Knowledge** = Informal Knowledge, “Know – How”, Implicit or Tacit (unvoiced, unspoken) – is known but is not told), Unconscious, Personal

• These are complementary, together form the Knowledge Conversion Process
Polanyi proposed a concept of knowledge based on three main theses:

First, true discovery cannot be accounted for by a set of articulated rules or algorithms.

Second, knowledge is public but is also to a large extent personal (i.e. it is socially constructed).

Third, the knowledge that underlies explicit knowledge is more fundamental; all knowledge is either tacit or rooted in tacit knowledge.
Knowledge Conversion Process

Four stages:

✦ **Socialization** – transfers tacit knowledge between people via observation, imitation & practice

✦ **Externalization** – triggered by dialogue or collective reflection, relies on analogy or metaphor to translate tacit into documents, etc.

✦ **Combination** – sorts, adds, combines explicit

✦ **Internalisation** – translates explicit into individual tacit knowledge
Spiral of Knowledge

Tacit
- Socialization
  - Sharing experiences
  - Observing, imitating
  - Brainstorming without criticism

Dialogue

Explicit
- Externalization
  - Writing it down
  - Creating metaphors and analogies
  - Modeling

Field Building
- Internalization
  - Access to codified knowledge
  - Goal based training

Explicit Knowledge
- Combination
  - Sorting, adding, categorizing
  - Methodology creation
  - Best practices

Learning by Doing
Communities of Practice

* Provide an environment where knowledge is created, nurtured and sustained

* Legitimate Peripheral Participation (LPP) can assist the creation and sustenance of both hard and soft knowledge

* Newcomers learn the practice of the community by being situated in it and from its established members.
Cultivating the Duality in CoPs

- Hard knowledge can be articulated and may be exemplified by tasks the members of a CoP perform.
- Soft knowledge is that knowledge which the newcomer cannot learn simply by demonstration or instruction. It includes learning the language and unspoken conventions of the community. It is developed and learnt through being socialised into the community and through interaction with the existing members.
Ultimately.....

* The important knowledge is all in people's heads.

* And yet......”We act within a social and physical world and since knowing is an aspect of action it is about interaction with that world. When we act, we either give shape to the physical world or both. Thus 'knowing' does not focus on what we possess in our heads it focuses on our interactions with the things of the social and physical world.”
Enter Technology....

* The emphasis needs to move from trying to package knowledge as an object to using technology as a way of sharing experience.

* ...the more rich and tacit knowledge is, the more technology should be used to enable people to share that knowledge directly. It's not a good idea to try and contain or represent the knowledge itself using technology.
Clearly....

- there needs to be a shift from simply capturing and leveraging knowledge to supporting learning and the sharing of knowledge.
- What happens when there is no opportunity for situated learning, and what happens when individuals are not co-located?
- The negotiation of meaning = the interaction of two processes, participation and reification (giving concrete form to the abstract), which form a duality.
Participation - Reification

- An important aspect of the participation - reification duality is balance between each of the constituent processes.

- If participation prevails, then there may not be enough material to anchor the specificities of coordination and to uncover diverging assumptions.

- If reification prevails, then there may not be enough overlap in participation to recover a coordinated relevant or generative meaning.
Mapping the Dualities
**Boundary Artefacts**

- An artefact is of little use outside the context of the community in which it is created: knowledge taken out of context is just noise.
- Convey information over a distance, thus must be robust enough to travel between communities, and also be capable of local interpretation.
- The knowledge embedded in an artefact during its creation is not simply re-extracted, but a degree of knowledge is necessary to be able to make use of it.