

# Contents

<b>1 CSCL@Work: Computer-Supported Collaborative Learning at the Workplace—Making Learning Visible in Unexpected Online Places Across Established Boundaries .....</b>	<b>1</b>
Sean P. Goggins and Isa Jahnke	
<b>Part I Challenges for CSCL@Work from Different Perspectives</b>	
<b>2 A Conceptual Framework for Computer-Supported Collaborative Learning at Work.....</b>	<b>23</b>
Gerhard Fischer	
<b>3 Theories of Collaborative Cognition: Foundations for CSCL and CSCW Together .....</b>	<b>43</b>
Gerry Stahl	
<b>4 CSCL@Networking: Regional Learning in Software Industries.....</b>	<b>65</b>
Markus Rohde and Volker Wulf	
<b>5 Work Based Learning: A Structure for Learning Through Work.....</b>	<b>89</b>
John Mumford	
<b>Part II CSCL@Work in Practice: Facilitation and Reflection</b>	
<b>6 Technologies of Participation: A Case Study of CSCL@Work in Mammography .....</b>	<b>113</b>
Mark Hartswood, Rob Procter, Paul Taylor, Lilian Blot, and Stuart Anderson	

<b>7 Collaborative Reflection for Learning at the Healthcare Workplace</b> .....	139
Michael Prilla, Thomas Herrmann, and Martin Degeling	
<b>8 Collaborative Virtual Environments for Reflective Community Building at Work: The Case of TARGET</b> .....	167
Leif M. Hokstad, Ekaterina Prasolova-Førland, and Mikhail Fominykh	
<b>9 The Role of Communication and Facilitation for CSCL@Work</b> .....	185
Andrea Kienle	
<b>Part III Unexpected Learning Places</b>	
<b>10 Massively Multiplayer Online Role-Playing Games: A Potential Model of CSCL@Work</b> .....	205
Elizabeth M. King	
<b>11 Online Personal Networks of Knowledge Workers in Computer-Supported Collaborative Learning</b> .....	225
David Gurzick and Kevin F. White	
<b>Part IV CSCL@Work in Product Design and Mechanical Engineering</b>	
<b>12 Pivotal Moments for Decision Making in Collaborative Design: Are They Teachable?</b> .....	243
Kristine Lund, Guy Prudhomme, and Jean-Laurent Cassier	
<b>13 PeTEX@Work: Designing CSCL@Work for Online Engineering Education</b> .....	269
Claudius Terkowsky, Isa Jahnke, Christian Pleul, Dominik May, Thorsten Jungmann, and A. Erman Tekkaya	
<b>14 Information Seeking and Collaborative Knowledge Creation: Exploring Collaborative Learning in Customer Service Work and Software Product Development</b> .....	293
Anders I. Mørch	
<b>Part V Sum Up (Also for Practitioners)</b>	
<b>15 CSCL@Work for Practitioners</b> .....	317
Sean P. Goggins, Isa Jahnke, and Volker Wulf	
<b>Index</b> .....	325



<http://www.springer.com/978-1-4614-1739-2>

Computer-Supported Collaborative Learning at the  
Workplace

CSCL@Work

Goggins, S.P.; Jahnke, I.; Wulf, V. (Eds.)

2013, XII, 333 p., Hardcover

ISBN: 978-1-4614-1739-2