

Contents

1	Introducing the Resourceful Practitioner	1
1.1	What This Book Is About	1
1.2	Being a Professional	2
1.3	What Are Practices?	5
1.4	Mediation and Knowledge in Practices	7
1.5	Professional Identity	10
1.6	Relational Expertise	13
1.7	The Evidence Base	16
	References	18
2	Expertise: The Relational Turn	21
2.1	Expertise in Task Accomplishment	21
2.2	Psychological Accounts of Expertise and Environment	21
2.3	Starting with the Cultural	24
2.4	Distributed Expertise	26
2.5	Networking Without Knowledge	32
2.6	Collective Competence and Collaborative Intentions	34
2.7	Expertise as Purposeful Engagement in Practices	36
	References	37
3	Knowledge Work at Practice Boundaries	41
3.1	Boundaries: Where Practices Intersect	41
3.2	Boundary Work	43
3.3	What Happens in the New Boundary Spaces	45
3.4	Alternative Envisioning at the Boundaries	48
3.5	Constructing Sites for Sustained Boundary Work	50
3.6	Knowledge Talk at the Boundaries	53
	References	58
4	Relational Agency: Working with Other Practitioners	61
4.1	Relational Agency	61
4.2	Agency and Mutuality	62
4.3	Relational Agency and Cultural Historical Activity Theory	64
4.4	Motives and Relational Agency	68

4.5	Relational Agency and Demands on Practitioners	69
4.6	Systemic Responses to the Demands of Relational Agency	71
4.7	Relational Agency in Practice	73
	References	77
5	Working Relationally with Clients	81
5.1	Personal Responsibility	81
5.2	Participation	83
5.3	Joint Work as Co-configuration	85
5.4	Externalisation Co-configuration and Relational Agency	89
5.5	Working with the Expertise of Those Who Use Services	95
	References	96
6	Being a Professional	99
6.1	Working in Relation	99
6.2	Knowledge and Commitment in Professional Work	100
6.3	Expert Knowledge and Relational Agency	104
6.4	Knowledge in Practices	109
	References	113
7	Working Upstream	117
7.1	Systemic Learning from Operational Practices	117
7.2	Distinctly Different Practices in Organisational Hierarchies	119
7.3	Differences in Engagement with Knowledge Between Hierarchical Practices	122
7.4	Differences in Temporalities	124
7.5	Representations that Work Across Boundaries	125
7.6	Upstream Learning and Resistance to Change in Organisations	126
7.7	Mediation and Relevance	129
7.8	Knowledge Flows from Research to Policy	132
	References	135
8	Researching the Relational in Practices	137
8.1	Finding the Object of Enquiry	137
8.2	Background and Foreground in Research Design	142
8.3	Discursive Approaches to Researching Relational Aspects of Professional Practices	144
8.4	Narratives and Personal Trajectories	146
8.5	Interventionist Research	150
8.6	The Challenges of Researching the Relational Turn	152
	References	153
	Appendix A: Activity Theory	157
A.1	What Is Activity Theory?	157
A.2	Engeström and Activity Theory	158
A.3	Developmental Work Research	160
A.4	Inside the DWR Sessions	162

A.5 Analysing the Data from the DWR Sessions	163
References	163
An Analytic Protocol for the Building of Common Knowledge: The D-Analysis	165
Reference	166
Index	167