## Contents

List of Boxes and Figure		XV
In	troduction	I
	PART I. CHANGE	
I.	The Grand Bargain	9
	I.I Everyday conceptions	10
	I.2 The scope of the professions	13
	1.3 Historical context	18
	1.4 The bargain explained	21
	1.5 Theories of the professions	23
	1.6 Four central questions	31
	1.7 Disconcerting problems	33
	1.8 A new mindset	37
	1.9 Some common biases	43
2.	From the Vanguard	46
	2.1 Health	46
	2.2 Education	55
	2.3 Divinity	61
	2.4 Law	66
	2.5 Journalism	71
	2.6 Management consulting	78
	2.7 Tax and audit	84
	2.8 Architecture	94
3.	Patterns across the Professions	101
	3.1 An early challenge	103
	3.2 The end of an era	104
	3.3 Transformation by technology	109
	3.4 Emerging skills and competences	114
	3.5 Professional work reconfigured	119
	3.6 New labour models	123
	3.7 More options for recipients	128
	3.8 Preoccupations of professional firms	134
	3.0 Demystification	140

## PART II. THEORY

4.	. Information and Technology	14
	4.1 Information substructure	14
	4.2 Pre-print and print-based communities	14
	4.3 Technology-based Internet society	15
	4.4 Future impact	15
	4.5 Exponential growth in information technology	15
	4.6 Increasingly capable machines	159
	4.7 Increasingly pervasive devices	17.
	4.8 Increasingly connected humans	17
	4.9 A fifty-year overview	18:
5.		183
	5.1 The economic characteristics of knowledge	189
	5.2 Knowledge and the professions	19
	5.3 The evolution of professional work	19:
	5.4 The drive towards externalization	202
	5.5 The liberation of expertise: from craft to commons?	210
	5.6 The decomposition of professional work	21
	5.7 Production and distribution of expertise: seven models	219
	PART III. IMPLICATIONS	
6.	Objections and Anxieties	231
	6.1 Trust, reliability, quasi-trust	233
	6.2 The moral limits of markets	239
	6.3 Lost craft	244
	6.4 Personal interaction	248
	6.5 Empathy	251
	6.6 Good work	254
	6.7 Becoming expert	258
	6.8 No future roles	263
	6.9 Three underlying mistakes	267
7-		270
	7.1 Increasingly capable, non-thinking machines	272
	7.2 The need for human beings	277
	7.3 Technological unemployment?	284
	7.4 The impact of technology on professional work	289
	7.5 The question of feasibility	295
Co	onclusion: What Future Should We Want?	303
Rik	bliography	309
	~	
ına	Index	