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op. nr 013134510

ATMO-08, **4.4 CL Final task**

28.10.2009 v1

Final task: Highlight innovative features that differentiate the CL presented by the researchers in the lectures and the CL described in 1996 article by Engeström, Virkkunen & al.

Teija Mankkinen: Madventuring experiences within CL

Anu Kajamaa: CL as a method of developing work and organisations

Marianne Teräs: The culture laboratory intervention

Auli Pasanen: CL in a private banking unit

Mankkinen gave a colourful presentation on developing career paths or ideas for firefighters. Her project suffered from scarce historical documents and lacking diary data but emphasized analyzing the mirror data rigorously. CL did not develop career paths but exposed changes in their everyday work and community (including management and trade unions), thus boosting self identity forming.

Kajamaa's analysis points out the multilayeredness of activity systems, the persons' positions and personal histories bringing in power aspect in every interaction, resulting in contradicting voices. New solutions are compromises between different voices and intentions.

The Culture Laboratory application of CL underlines long time constant of culture changes: you don't go and change culture. The idea of shadow script means that everyone has learned his or her own rule or way of acting. The participants have to identify and externalize their former practice and compare it to others.

Pasanen – as a debriefing result of the group work – got more comprehensive customer process model compared to the researcher's: co-configuration, "Sparring way of working".