

Exploring the Dynamics of Knowledge in Practice: Comparing Bundles of Knowledge of Experts and Novices

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Abstract

One of the streams which is gaining more importance within the knowledge management field is the one which focuses on the study of “knowing” which is inherent in action. By contrast knowledge and its types are conceded little attention. Drawing on the study of knowing and practice as a reference, this paper aims to explore how we know in practice or, what it is the same, which are the knowledge dynamics in action. These are key aspects which may help to reconcile both approaches in theoretical and practical ways.

Through the analysis of a case study carried out in a Spanish labor placement company, we study the practice of expert and novice practitioners with the objective of identifying the “bundles of knowledge” linked to this practice and how these bundles are articulated in action and evolve.

The first results have shown evidence that although expert and novice perform the same act, their bundles of knowledge and their concept of the activity are not the same. Even more, the expert seems to be the one who is able to reframe or reinterpret his practice. These findings have made us reflect about the theory of expertise and how experts become experts which are aspects intimately related to knowledge types, knowing, practice and learning.

Keywords: *Knowledge Types; Knowing; Practice; Expertise; Case Study*