Contents

Preface Notes on the Contributors Introduction – Situating Discussions About Knowledge		vii ix xv
1	Knowledge Managers: History and Challenges Claire McInerney and Darcy LeFevre	1
2	Intellectual Capital: Managing by Numbers Ali Yakhlef and Miriam Salzer-Mörling	20
3	Bugged: the Software Development Process Lynne F. Baxter	37
4	Knowledge Management and the Conduct of Expert Labour Richard Hull	49
5	Safe Enclaves, Political Enclaves and Knowledge Working Niall Hayes and Geoff Walsham	69
6	Intranets and Knowledge Management: De-centred Technologies and the Limits of Technological Discourse Sue Newell, Harry Scarbrough, Jacky Swan and Donald Hislop	88
7	The Bearable Lightness Of Control: Organisational Reflexivity and the Politics of Knowledge Management Alan McKinlay	107
8	Human Capital or Capitalising on Humanity? Knowledge, Skills and Competencies in Interactive Service Work Paul Thompson, Chris Warhurst and George Callaghan	122
9	Re-Pairing Knowledge Worker and Service Worker: a Critical Autobiography of Stepping into the Shoes of My Other Dorothy Lander	141
10	Knowledge Workers 'R' Us: Academics, Practitioners, and 'Specific Intellectuals' Deborah Jones	158

vi Contents

11 Know, Learn and Share! The Knowledge Phenomena and the Construction of a Consumptive-Communicative Body Craig Prichard	170
Conclusion: Theorising Knowledge as Work: the Need for a 'Knowledge Theory of Value'	
Roy Jacques	199
From Knowledge to Learning Hugh Willmott	21/
·	216
Responding to Jacques' 'Theorising Knowledge as Work: the Need for a Knowledge Theory of Value'	
Richard Hull	223
Response to Jacques	
Mike Chumer	228
'A Theory in Search of a Problem?': a Response to Roy Jacques' 'Theorising Knowledge as Work, the Need for a Knowledge Theory of Value'	
Craig Prichard	232
Roy Jacques writes back	
Roy Jacques	235
Index	237