ENTERPRISE

Linking “My” Work to “Our” Productivity

WHAT IF

What if team members could let their co-workers know when and how they prefer to communicate about the work they are doing together, or how many deadlines for other projects were influencing their progress on this project? Today’s communications-intensive work environment involves diverse tools and distributed workplaces.

WHAT WE SET OUT TO DO

We studied the work of distributed team members to identify how and when their critical dependencies required real time updates on how to get in touch with each other – what communication tools were available, reliable, preferred – and how best to synchronize expectations about collaboration.

WHAT WE FOUND

We developed new personal and team indicators for communication, workload and shared objectives; we built applications to test them and found that using them fosters mutual understanding, increases engagement and agility, and supports collaborative and creative (project) execution.

PEOPLE BEHIND THE PROJECT

Renate Fruchter, Researcher, Through interaction with Media X industry partners, the PBL Lab expanded our research with a new question raised by the business community.

Leonard Medlock
Grad student

Michael Seaman
Grad student

Kishio Tamura and Ikuko Kanazawa
Konica Minolta Visiting Scholars