

finding what you need to know

Informal social networks keep them in the loop

Must learn and adapt - must be self-learners

Trade works need to be problems-solvers, IT specialists and business people in addition to their skills. Knowledge workers create their own jobs. More Brains Less Brawn Higher levels of ed required/ small steps towards mastery of skills learners need practice skills are context-specific skills need to be embedded in the knowledge domain regular feedback better interventions than trial and error