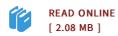# How Knowledge Workers Get Things Done: Real-World Adaptive Case Management

By Keith D Swenson, Nathaniel Palmer, Max J Pucher

Future Strategies Inc, United States, 2012. Paperback. Book Condition: New. 252 x 176 mm. Language: English . Brand New Book ***** Print on Demand *****.Highly predictable work is easy to support using traditional programming techniques, while unpredictable work cannot be accurately scripted in advance, and thus requires the involvement of the knowledge workers themselves. The core element of Adaptive Case Management (ACM) is the support for real-time decision-making by knowledge workers. How Knowledge Workers Get Things Done describes the work of managers, decision makers, executives, doctors, lawyers, campaign managers, emergency responders, strategist, and many others who have to think for a living. These are people who figure out what needs to be done, at the same time that they do it, and there is a new approach to support this presents the logical starting point for understanding how to take advantage of ACM. Keith Swenson points out, We are seeing a fundamental shift in our workforce, and in the ways they need to be managed. Not only are companies engaging their customers in new ways, but managers are engaging workers in similarly transformed ways. In award-winning case studies covering industries as a diverse as law enforcement, transportation, insurance, banking, state...

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