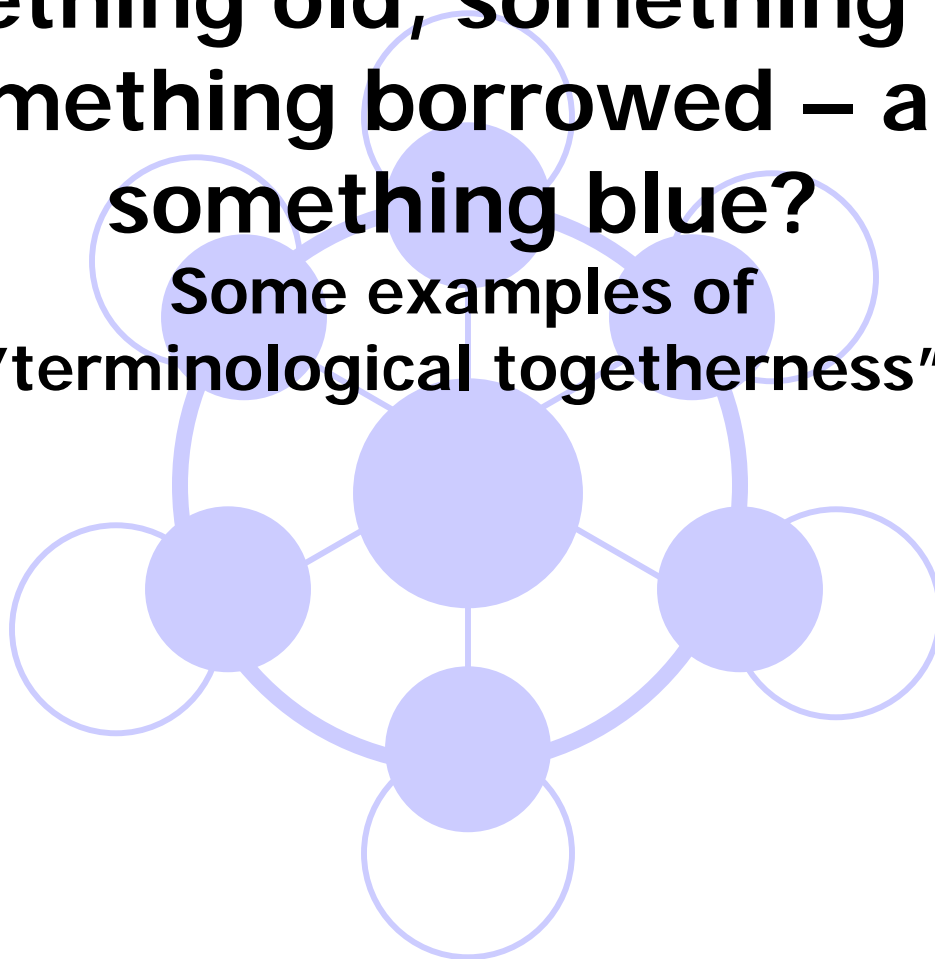


Something old, something new, something borrowed – and something blue?

Some examples of
"terminological togetherness"



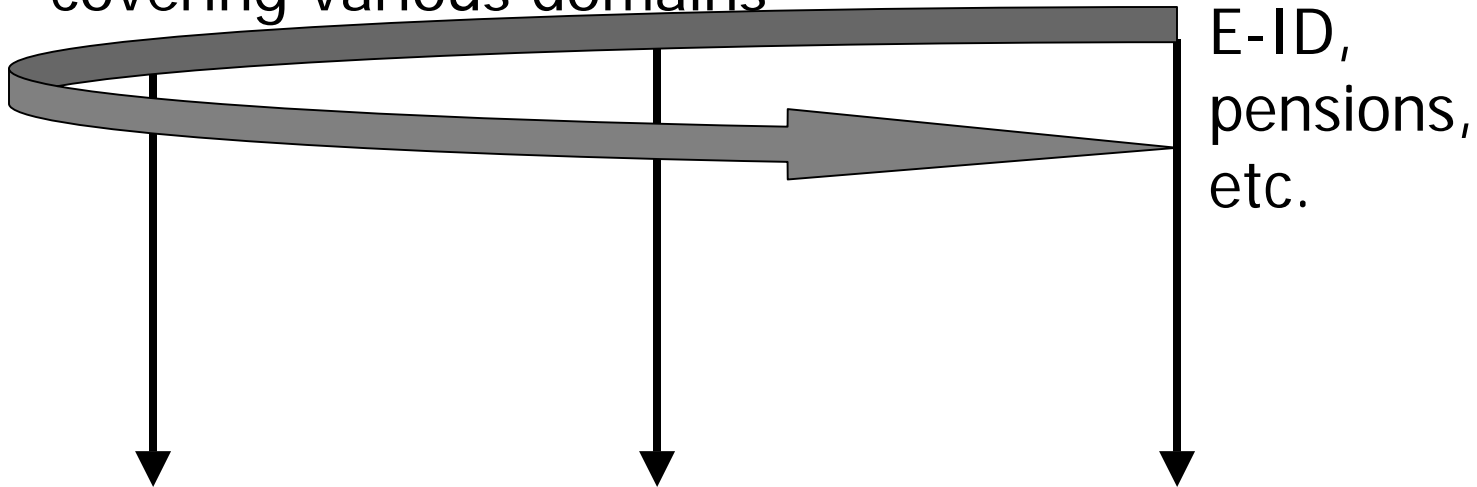
Some recent TNC projects

- Rikstermbanken (National term bank)
- National joint project on electronic identification and pensions
- Swedish-English glossary of higher education (with National Agency for Higher Education)
- Bus terminology (Scania)
- Revision of glossaries, e.g. TNC 46: Glossary of Concrete Terms
- Work with "joint concepts" within several authorities: Swedish National Rail Administration, Swedish Tax Agency, etc.

Horizontal terminology work

Vertical terminology work
within one domain

covering various domains



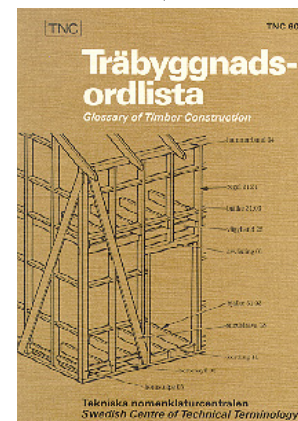
E-ID,
pensions,
etc.



"immigrant"



"chemical"



TNC's "togetherness"

- Subscriptions to Association for the promotion of terminology (Terminologifrämjandet)
- Joint groups for terminology
- Terminology query service
- "Traditional" projects with expert groups
- Consultant role in projects run by others

Definition		Networking	Coordinating	Cooperating	COLLABORATING
		Exchanging information for mutual benefit	Exchanging information for mutual benefit, <i>AND altering activities to achieve a common purpose</i>	Exchanging information for mutual benefit, altering activities <i>AND sharing resources to achieve a common purpose</i>	Exchanging information for mutual benefit, altering activities, sharing resources <i>AND enhancing the capacity of another to achieve a common purpose.</i>
Relationship		Informal	Formal	Formal	Formal
Characteristics	TIME	Minimal commitment	Moderate commitment	Substantial commitment	Extensive commitment
	TRUST	Limited levels	Moderate level	High Level	Very high level
	TURF	No sharing necessary.	No sharing necessary.	Significant access to each other's turf.	Extensive areas of common turf
	FOCUS	Information exchange	Making access to services or resources more user-friendly	Sharing resources to achieve a common purpose	Enhancing each other's capacity to achieve a common purpose
Resources		No sharing of resources necessary.	Minimal mutual sharing necessary.	Moderate to extensive mutual sharing of resources; some sharing of risks, responsibilities, and rewards.	Full sharing of resources and full sharing of risks, responsibilities and rewards.

[A.T.Himmelman]



“The Idea: Three Words: Coordination, Cooperation, and Collaboration, are often used interchangeably. They shouldn't be.

Collaboration entails finding the right group of people (skills, personalities, knowledge, work-styles, and chemistry), ensuring they share commitment to the collaboration task at hand, and providing them with an environment, tools, knowledge, training, process and facilitation to ensure they work together effectively

The term is being cheapened [...] to the point where in many people's minds it's indistinguishable from cooperation and coordination, which are less elaborate and less ambitious collective undertakings.

[Dave Pollard]



	Coordination	Cooperation	Collaboration
Preconditions for Success ("Must-Haves")	Shared objectives; Need for more than one person to be involved; Understanding of who needs to do what by when	Shared objectives; Need for more than one person to be involved; Mutual trust and respect; Acknowledgment of mutual benefit of working together	Shared objectives; Sense of urgency and commitment; Dynamic process; Sense of belonging; Open communication; Mutual trust and respect; Complementary, diverse skills and knowledge; Intellectual agility
Enablers (Additional "Nice to Haves")	Appropriate tools (see below); Problem resolution mechanism	Frequent consultation and knowledge-sharing between participants; Clear role definitions; Appropriate tools (see below)	Right mix of people; Collaboration skills and practice collaborating; Good facilitator(s); Collaborative 'Four Practices' mindset and other appropriate tools (see below)
Purpose of Using This Approach	Avoid gaps & overlap in individuals' assigned work	Obtain mutual benefit by sharing or partitioning work	Achieve collective results that the participants would be incapable of accomplishing working alone
Desired Outcome	Efficiently-achieved results meeting objectives	Same as for Coordination, plus savings in time and cost	Same as for Cooperation, plus innovative, extraordinary, breakthrough results, and collective ' win-win ' accomplishment
Optimal Application	Harmonizing tasks, roles and schedules in <i>simple</i> environments and systems	Solving problems in <i>complicated</i> environments and systems	Enabling the emergence of understanding and realization of shared visions in <i>complex</i> environments and systems
Examples	Project to implement off-the-shelf IT application; Traffic flow regulation	Marriage; Operating a local community-owned utility or grain elevator; Coping with an epidemic or catastrophe	Brainstorming to discover a dramatically better way to do something; Jazz or theatrical improvisation; Co-creation
Appropriate Tools	Project management tools with schedules, roles, critical path (CPM), PERT and GANTT charts; "who will do what by when" action lists	Systems thinking; Analytical tools (root cause analysis etc.)	Appreciative inquiry; Open Space meeting protocols; Four Practices; Conversations; Stories
Degree of interdependence in designing the effort's work-products (and need for physical co-location of participants)	Minimal	Considerable	Substantial
Degree of individual latitude in carrying out the agreed-upon design	Minimal	Considerable	Substantial

[Dave Pollard]



COLLABORATION: "E-ID project"

- **Working group:**
Swedish Companies Registration Office, Social Insurance Office, Swedish Tax Agency, Steria, The Swedish Bankers' Association
- **Financed by:**
Swedish Companies Registration Office, Carelink, Social Insurance Office, Swedish Tax Agency, Steria, The Swedish Bankers' Association, Telia Sonera
- **Reference group:**
 - About 150 institutions involved in electronic identification



- **Result:** glossary (16 concepts)

Problems to be solved

- Lots of documentation, but no real explanations.
- Certain important documents influence terminology (laws, contracts, agreements etc.).
- Other aspects than terminological ones are considered important but cannot easily be solved with a terminological method.
- Initially, there were some misconceptions and mistrust between public and private partners.

Collaboration

- **Must-haves:** Shared objectives; Sense of urgency and commitment; Dynamic process; Sense of belonging; Open communication; Mutual trust and respect; Complementary, diverse skills and knowledge; Intellectual agility
- **Purpose:** Achieve collective results that the participants would be incapable of accomplishing working alone
- **Desired outcome:** innovative, extraordinary, breakthrough results, and collective 'we did that!' accomplishment

Experiences from "E-ID project"

- *What is, according to you, the biggest benefit of doing terminology work?*
- I think it has been very rewarding to participate in the working group meetings. At every meeting, I have gained new and valuable knowledge, e.g. about the technology behind electronic identification, but also knowledge about how to create terms through terminological principles etc., about the bank world etc.

[from the written project evaluations]

COOPERATION: Terminology seminars for the EU 2007 & 2008

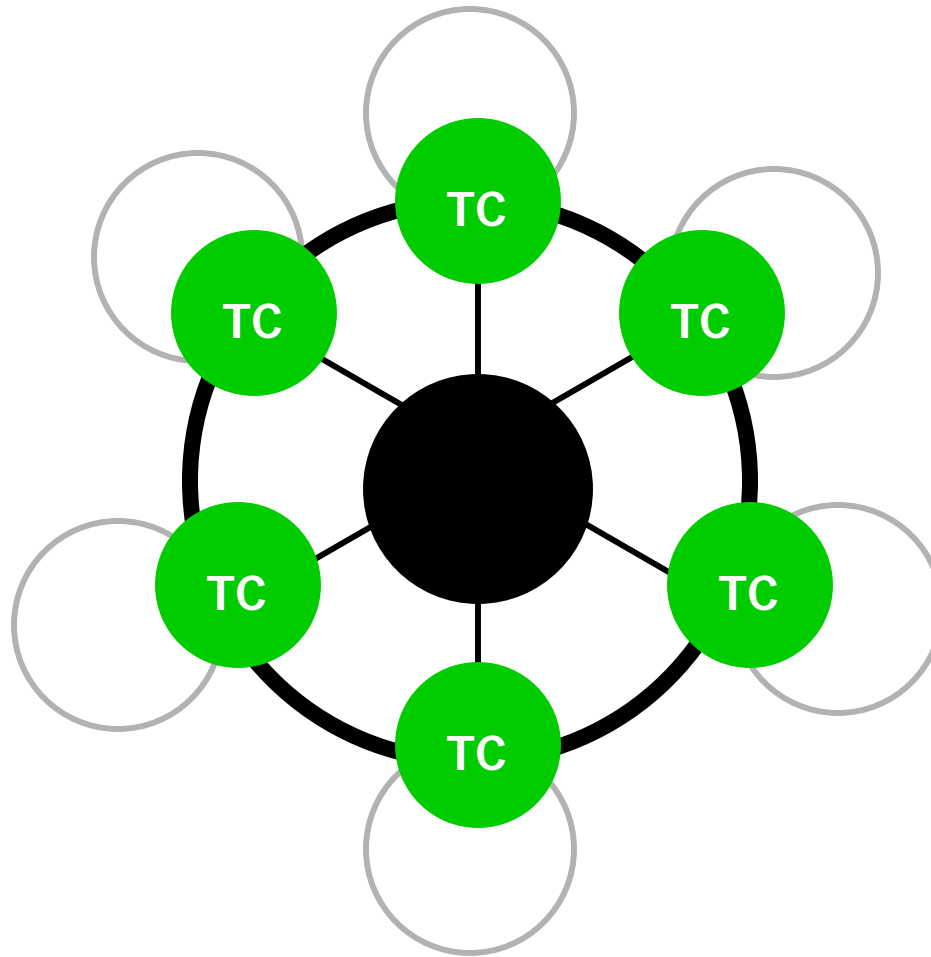
- differing views & backgrounds
- preparatory survey
- Brussels and Luxemburg
- 4 seminars (4 hours) for translators
- 2 seminars (8 hours) for terminologists
- in total: around 300 participants from all languages (more from the "newer" languages)
- mix of lectures and exercises (including examples from all languages); training language: English
- positive evaluations
- follow-up to exercises



Cooperation

- Exchanging information for mutual benefit, altering activities AND sharing resources to achieve a common purpose
- Formal relationship
- Substantial time commitment
- Significant access to each other's turf
- High level of trust
- Enhancing each other's capacity to achieve a common purpose

Terminology coordination



TC = terminology coordinator

Terminology coordination – what?

- inventory of terminologies
- distribution of terminologies
- harmonization of terminology
- responses to raised terminological questions
- coordination of terminology
- finding of Swedish equivalents
- initiation of projects (and even new joint groups?)

Terminology coordinator – how?

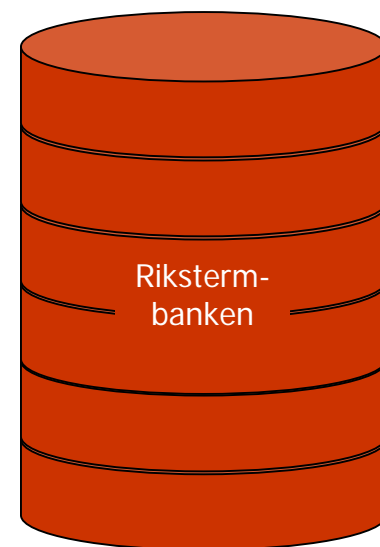
- time
- financing
- training:
 - special courses
 - specially adapted training material
- tools



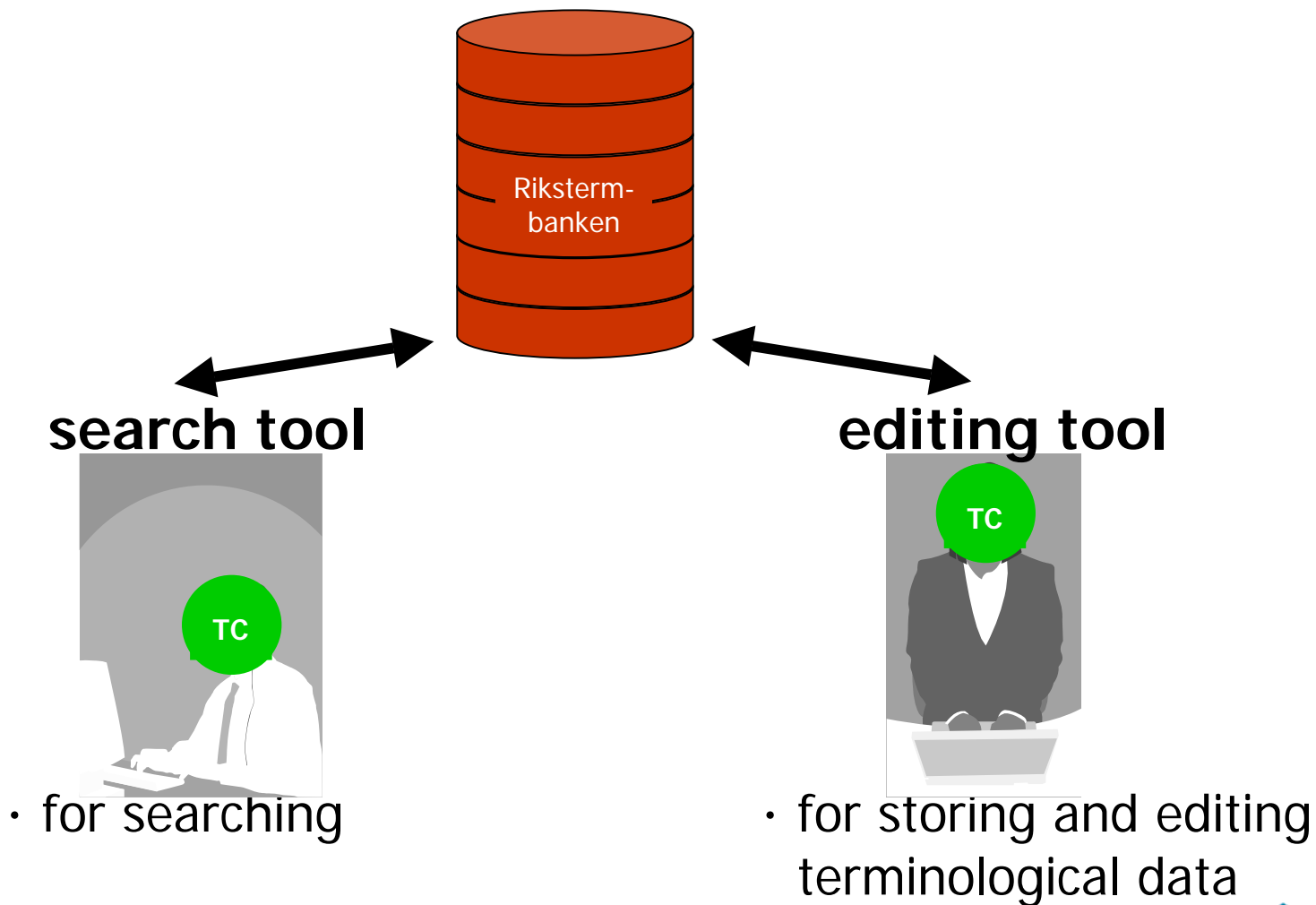
National term bank (Rikstermbanken)

Initial contents:

- TNC material
- terminology collections from agencies and authorities, private companies, individuals
- nomenclatures
- some legal definitions from legal acts



Rikstermbanken as a tool



Coordination

- Exchanging information for mutual benefit, AND altering activities to achieve a common purpose
- Formal relationship
- Moderate time commitment
- Moderate level of trust
- Making access to services or resources more user-friendly

Terminologist ad hoc/on duty/on call

- basically no preparation on the part of the terminologist (i.e. s/he must rely on general terminology skills)
- participate in meetings, ask questions, steer discussions, look at documents etc.
- already used in Swedish healthcare and national standardization (SIS)

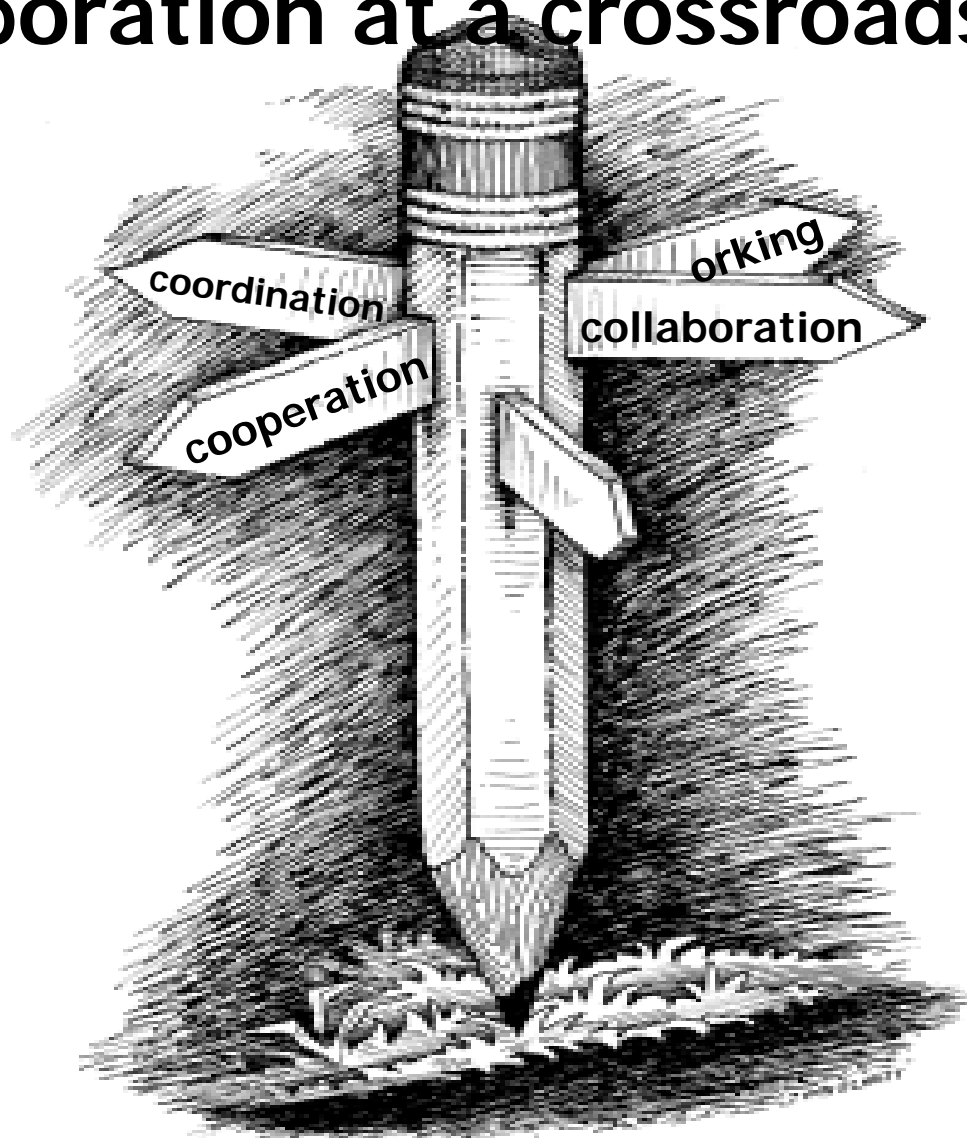
Theoretical in-depth seminars

- for working terminologists in various (public and private) organizations (e.g. Scania, National Board of Health and Welfare)
- varying focus
- distributed responsibility
- real-life problems discussed together

Links

- **henrik.nilsson@tnc.se**
- **TNC:**
www.tnc.se
- **Joint Group for Swedish Computer Terminology:**
www.nada.kth.se/dataterm
- **Nordterm:**
www.nordterm.net

Collaboration at a crossroads?



New areas affecting terminology work

- quality assurance
- semantic interoperability
- clarification of concepts in connection with content management
- knowledge organisation and knowledge handling
- the structuring of information
- automatic handling of large quantities of information
- re-use of electronically stored information

Steps in query processing

- 1 Reviewing a query
- 2 Searching for information
- 3 Preparing the response
- 4 Delivering the response
- 5 Storing the produced information

Joint Groups for Terminology

- JOGSCOT, Joint Group for Swedish Computer Terminology
- Joint Group for Swedish Life Sciences Terminology
- Joint Group for Swedish Terminology of Built Environment
- Joint Group for Optics Terminology