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Know-how helps overcome the unplannable

Erfahrungswissen hilft bei der Bewältigung des Unplanbaren

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At first sight, the concept of know-how seems obvious and self-explanatory; we all think we know what is meant by know-how. It is knowledge acquired through practical actions and is therefore connected with people and situations. However, the more one considers know-how, the more enigmatic the concept becomes and the more we lose sight of its unambiguity, the very feature which marks it out. This can easily lead to the danger of only observing certain aspects of know-how, whilst excluding its essential characteristics and particular features from consideration. The article shows how know-how represents a "hidden aspect" of professional action and how, in particular, it enables unplannable situations and requirements to be overcome.