

# Tourism sector – time, space and interaction

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# content

- the study
- context – B&B House near Copenhagen
- time, space and interaction in a conversation about the notion of learning
- ecological approach
- pre-analysis
- three persons – three visions of learning
- findings

ASEM LLL Hub,  
Research Network 2:  
Workplace learning

Working places as  
**learning spaces:**  
contextualising lifelong  
learning in Asia and  
Europe

Piloting methodology

Participatory photo  
interview method  
(Bettina Kolb)

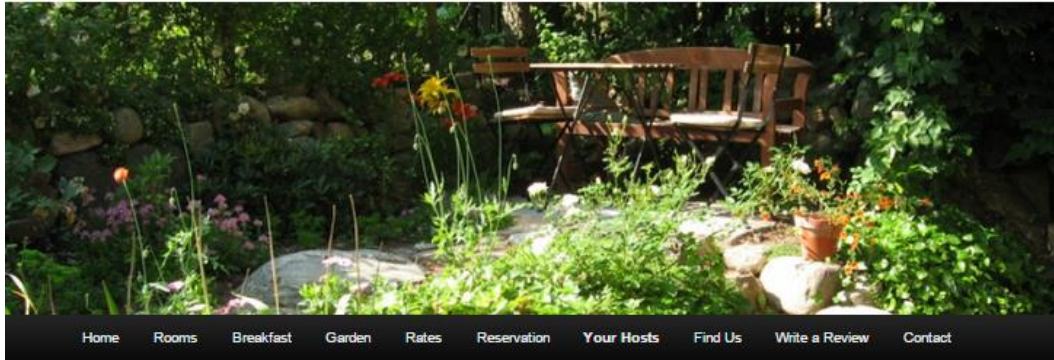


# presentation

## The B&B-House near Copenhagen

A quiet Bed & Breakfast Accommodation in Karlstrup Village near the Capital of Denmark, Copenhagen (30 minutes), CPH Airport (25 minutes) and the Region Zealand Communities: Solrød, Karlslunde, Greve, Køge and Roskilde (5-20 minutes). Free Parking for guests.

Search



## Your Hosts



Eva & Asger Pedersen-Rang in the garden of The B&B-House

10 YEARS ANNIVERSARY  
2014 is the 10th season in  
THE B&B-HOUSE IN KARLSTRUP  
More than 30 different  
nationalities  
have stayed as guests in our  
B&B



Reservation |

ON TRIPADVI  
THE B&B-HOI  
is rated as Nr  
B&B's  
at Zealand, D

CELEBRATIN  
SEASON  
WITH THE FC  
FROM TRIPAI



Your hostess Eva says:

*"My husband and I have always travelled a lot – together and separately, all over the world. Curiosity and open minds combined with our language capabilities have given us a lot of good friends in many countries. Though we love to travel abroad, we also take the time to visit friends in our beautiful Denmark – and we have always welcomed guests in our home in Karlstrup Village."*

**We Speak the Following Languages**

Danish, English, German, French, Spanish, Italian and Portuguese. Being Danish, we also understand Norwegian and Swedish.

- small enterprise
- two employees (Eva and Asger)
- two rooms to stay in (7 persons), shared bathroom
- 546 sleeping guests in 2013
- Trip Advisor award
- Super host medal
- located near Copenhagen, Denmark
- develop and promote own webpage
- Nr. 4 on top 10 list in Denmark
- 10 years old

# First interview

**Place:** B & B House, sitting room

**Participants:** Eva, Asger and Elina

**Content:** introduction to the study & discussion of “learning” definition

Information for the participants:

Please take some pictures of the situations where you are thinking: “I am learning!” or “I have learned!” or similar. You can chose the ...



# Discussion about learning

**Elina:** How do I learn in my everyday at work ...

**Eva:** So if there is "a have learned" it doesn't mean a long time ago, Asger.

**Asger:** You learn something, and you learn something all the time, right? And something of it is the further development of something learned before. I can for example say: "Earlier I took the big fat computer under my arm and were sitting there and worked, later I got an iPad, right? I have learned to use iPad for our entreprise..."

**Eva:** Yes, yes ... but no one is interested in this right now, Asger, don't you understand? It is right now! What do you learn today?! What do you learn this afternoon! Or tonight when he arrives ....

**Elina:** But it doesn't have to be so ... .... Here is your working place, if you think "now I have learned something" or "I am learning now!" – take a picture of it! And you don't have to think further about it ... just take pictures! (*laughs*)

**Eva:** But not anything with something that you have learned long time ago? You know, it is far to formal what you have got there! (*is saying this to Asger*)

**Asger:** I am quite formal (*laughs loud*).

**Asger:** (*reading information letter*) I am learning or I have learned or similar ... I "have learned" – it is damn something that happened in the past!

**Eva:** No! Listen! In this situation the both can be used, because you have learned. It is not the same as it is ... Elina is saying that it shall be a moment when you are suddenly thinking "Ahh, her I just learned something!" – so it is - I have learned.



# What is learning?/Which pictures?

## TIME

- just happened?
- happened some time ago?
- finished or not finished?
- a process?
- result of a process?
- only that learning that happens between interviews?
- completely new experience?

## SPACE

- physical, virtual, emotional, spiritual, ...
- cognitive, emotional, social factors

## INDIVIDUAL-OTHER

## INDIVIDUALS

- communication, interaction, thinking

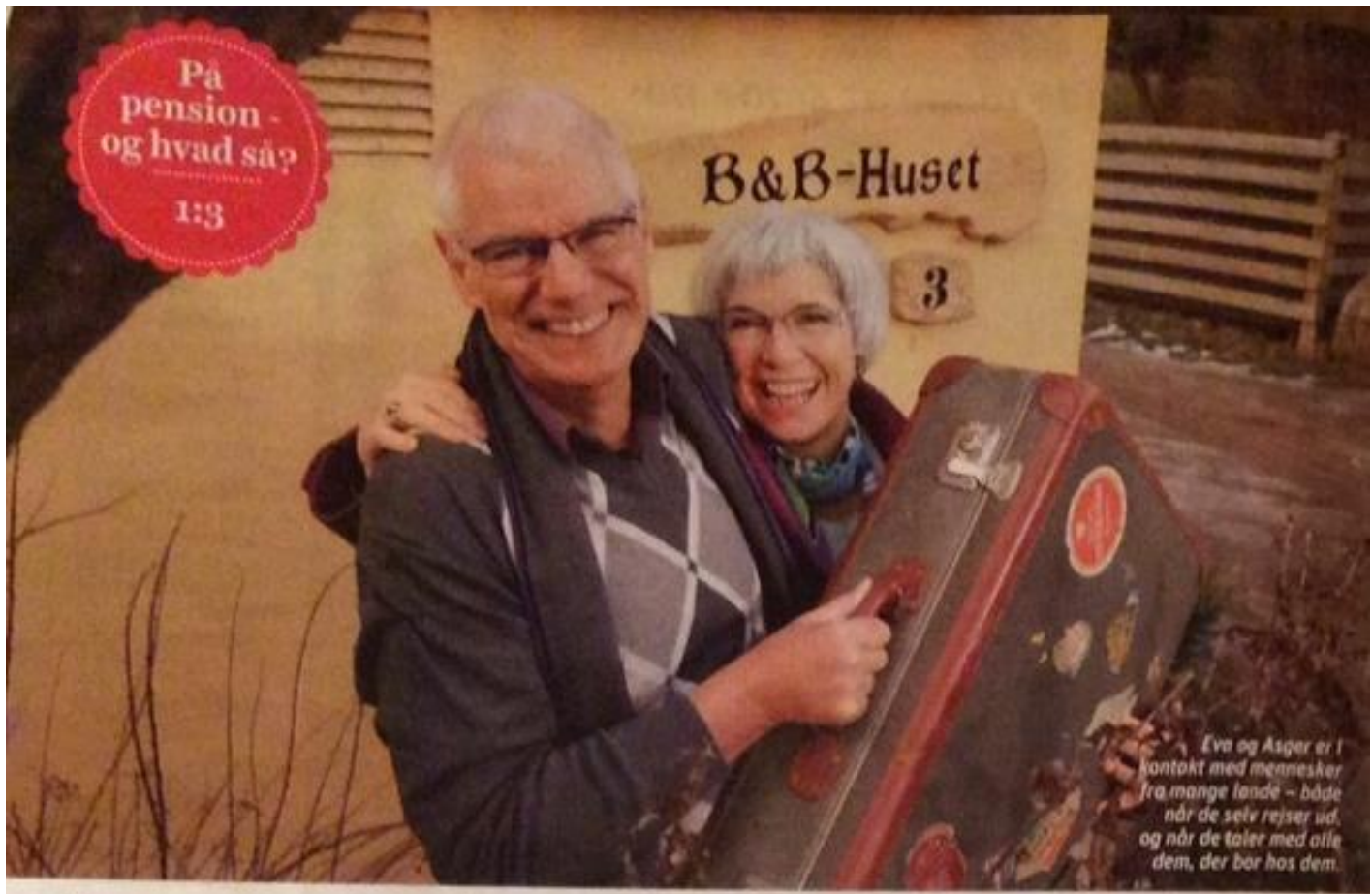


Ecology (a complex dynamic system – at least 3D: time, space, individual+other individuals)





På  
pension -  
og hvad så?  
1:3



Eva og Asger er i kontakt med mennesker fra mange lande – både når de selv rejser ud, og når de taler med alle dem, der bor hos dem.

**Eva og Asger har både hjerterum og husrum**

# Vi har fået så mange nye venner

han var 60 år. Måske ville jeg heller ikke blive så gammel, siger Asger.

Eva holdt op som folkeskolelærer allerede som 50-årig. Hun underviste i stedet freelance og begyndte også at læse sprog på universitetet.

– Det betød, at jeg var meget herhjemme, så da Asger gik på pension, var vi bevidste om, at der ville blive taget noget frirum fra mig, siger

# What's there for pedagogy ?

- actual knowledge – authenticity
- school knowledge should meet actual knowledge
- space for active engagement in meaningful activities – can be created by teachers/organisations together with students/employees (learners autonomy)
- quality of learning opportunities
- new ways of expressing ourselves



# Discussion about learning continues ...

**Asger:** (*reading information letter*) I am learning or I have learned or similar ... I "have learned" – it is damn something that happened in the past!

**Eva:** No! Listen! In this situation the both can be used, because you have learned. It is not the same as it is ... Elina is saying that it shall be a moment when you are suddenly thinking "Ahh, her I just learned something!" – so it is - I have learned.

**Asger:** Nåh yes, of course, like this, yes.

**Eva:** It is because our Danish is difficult with "**I am learning**" or "**I have just learned**", right.

**Asger:** Then I have to – another little example: It is when I am placing the visit cards for guests, right. Every time I have to say "And we also have a wireless connection that is named ... connection is "B & B House" and password is "foreverybody". I have written it on the back side of the card, right. It is just easier for me, I just say "here you are", right! I have learned a little learning, right?! I am saving some ...

**Eva:** But, Asger, for hel..., it is not something that is happened, try to see. When Elina is gone, we start...

**Asger:** It is only from today and when Elina is gone! Nothing at all before!?

**Eva:** No, no otherwise you can imagine everything you have done in the last 10 years ...

**Asger:** Old men like to ... (*both speak at the same time, unclear*)

**Elina:** But those situations will appear constantly I believe.

**Asger:** yes yes yes ..

**Eva:** yes ... it is right, especially if someone will arrive of course ... (*laughs*)... ... someone will arrive tonight.

**Asger:** Yes, someone will arrive.

**Eva:** Someone will arrive on ...

**Asger:** Now I will see what I can learn from two workers (*speaks dialect*)! (*laughs*)

**Eva:** Just to be aware, right, it can be something in the house ... let's see ... I don't know how much it is ... (*unclear*) (*except 2.1.*)



# Learning according to Eva

- Learning as knowing new things (fx about foreign countries)
- Learning happens
- To read people
- **Experience ≠ learning**
- good learning and bad learning (fx practical things)
- To learn = to guess (problem solving)
- Good experiences (oplevelser)
- To compare
- To learn = to teach
- **To communicate (both verbal and non verbal)**
- **Learning spaces are both physical, virtual and emotional**

You have only learned something when you are able to use it!



# Learning according to Asger

- To learn how to do things
- To learn about the people
- To learn about myself
- Recognition/feedback – more learning
- Automatization
- To learn – off-learn – learn again
- To get experience
- To communicate with others
- Aha!-experiences!
- To get ideas
- To chose
- To build new knowledge on the existing knowledge
- To learn from other people
- Problem solving



# What is learning?

## **second interview**

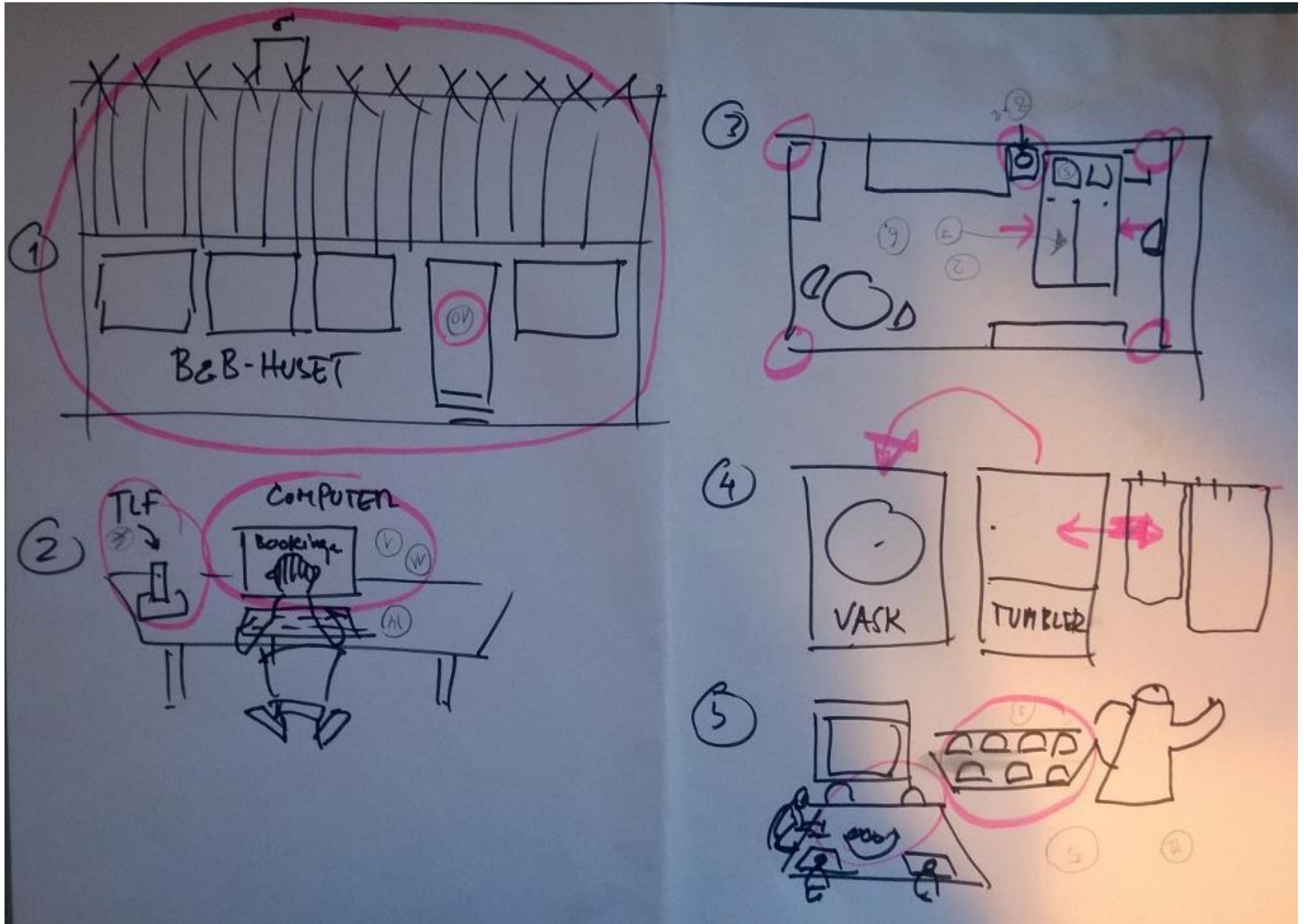
Learning as a process in time and its concreteness:

**Eva** – philosophical approach to learning, only learning happened between 1. and 2. interview

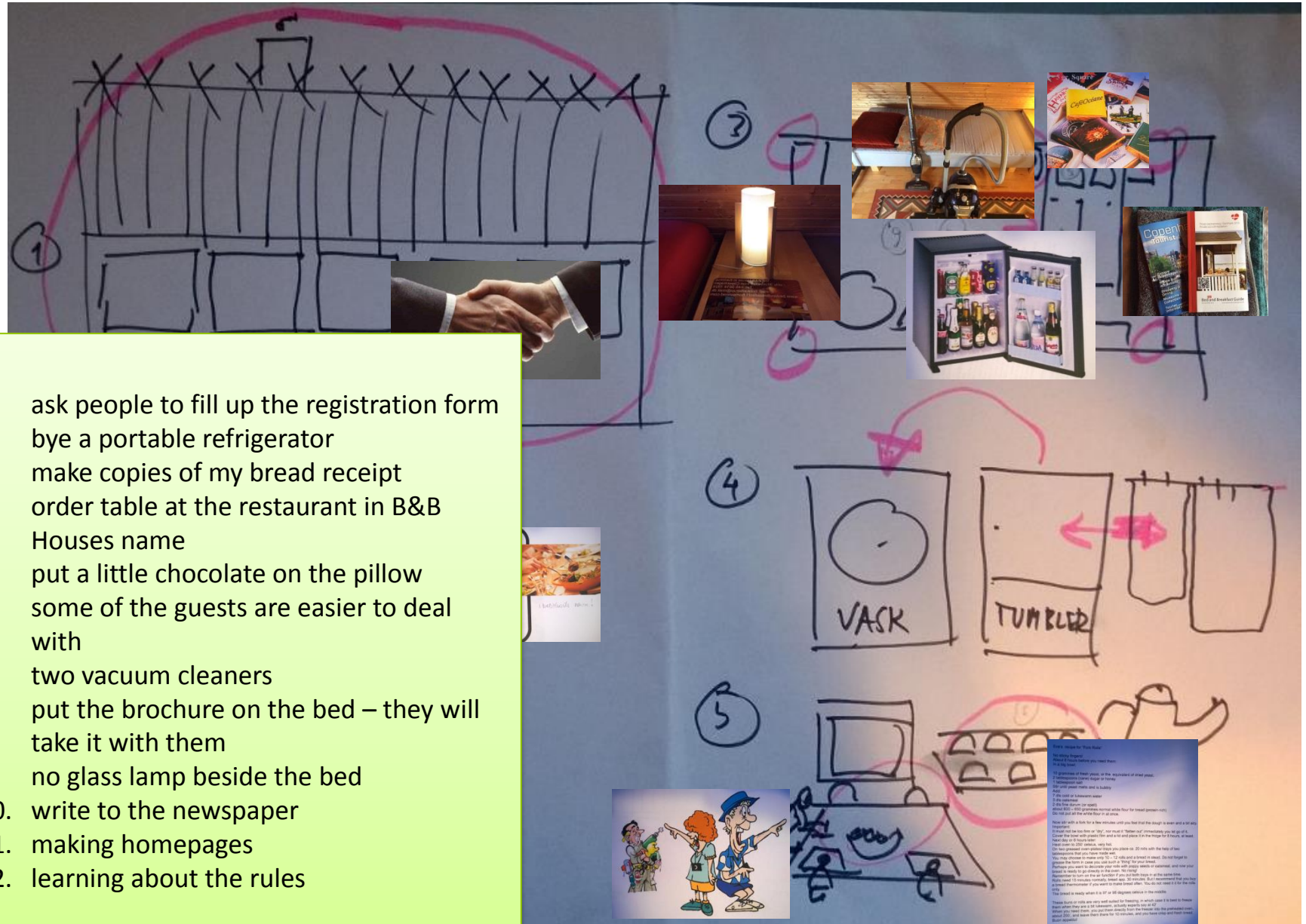
**Asger** – practical approach to learning, things learned in the entreprice in general, everyday activities



# Asgers Learning Space



# Asgers Learning Space with examples



1. ask people to fill up the registration form
2. bye a portable refrigerator
3. make copies of my bread receipt
4. order table at the restaurant in B&B Houses name
5. put a little chocolate on the pillow
6. some of the guests are easier to deal with
7. two vacuum cleaners
8. put the brochure on the bed – they will take it with them
9. no glass lamp beside the bed
10. write to the newspaper
11. making homepages
12. learning about the rules