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Proactive familiarisation with mobile technology in a health care organisation:
Employees' questions during workplace training interactions

In this article, I examine mobile technology training in public health organisations. Training events are viewed as proactive workplace situations that enable employees to familiarise themselves with the changes in their work, such as implementing new mobile technologies. The research aims to analyse questions posed by trainees (i.e. employees) and responses from trainers using multimodal conversation analysis. Theoretically, the study is linked to the concept of the discursive domestication of technology and workplace technology-centred interaction. The article demonstrates that trainees' questions primarily focus on the future, as they seek to clarify and understand the features and use cases of the target technology while simultaneously constructing a discourse around the significance of the target technology. In other words, employees anticipate moments when they will use the application in their everyday work tasks through their questions. Trainers' responses vary from support and advice to sharing experiences, all of which contribute to discursively domesticating the target technology. This question-answer interaction reflects proactive communication, where participants shape and give meaning to discussions about work transformation and digitalisation while also influencing them.

Keywords: domestication of technology, multimodal conversation analysis, proactivity, training interaction, working life