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## **The tangled paradox of expert work: Experiences of chaos and coping mechanisms in the context of expert work**

This article focuses on how expert work is characterised by complexity and complexity-related experiences of chaos. Furthermore, it examines the coping mechanisms required by experts in this complex environment. At the core of the research lies a contradiction; humans have a natural desire for control, understanding, and explanations, but complexity as a phenomenon is involved, variable, and uncontrollable. The theoretical framework consists of complexity, liminality, self-determination theory, and some selected viewpoints regarding leadership and expert work. The empirical study is based on material collected from so-called complex working life training, as well as from eight interviews with experts. The results imply that experts face complexity in their work, but they also have the means to deal with it. The means can be divided into two types: established and variable ways. The characteristics of expert work found in this research can be described as the tangled paradox of expert work. It reveals expert work to be a multifaceted and challenging entity. In this setting, skills relating to complexity may help such workers in controlling emotions and work efficiency.