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### **Envisioning the plan in interaction: a workplace study of the activity of plumbers**

We performed ethnographical research and video recordings of plumbers, both in their office and at the plumbing site. The aim of this study is to examine visual orientations at the workplace, namely, face-to-face interaction and remote communication via cell phones.

Our analysis today is focused on the interaction between plumbers and the owner of the house. At times, plumbers discuss their plans with supervisors, coworkers or clients in the office or at the construction site by drafting plans for the work to be completed. At other times, plumbers improvise according to the circumstances. The plumber's got the knowledge and experience in what to work on and the tools he uses. The plumber, however, doesn't have the right to authorize decision making; the owner does. The relationship between actions and categories depends on each individual's possession of knowledge, be it professional or common-sense (Sharrock 1974). We will see how they talk and interact according to their visual orientations. Furthermore, we will see how participant's gestures and other body movements concerning both visible and invisible objects are designed and executed.

In conclusion, we note that the ability to interpret invisible objects does not depend upon knowledge in the mind but rather upon knowledge in (inter) action. In other words, knowledge is conceived in the course of practical action.