Tools for Online Collaboration and Facilitation

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- Prepare for poll: go to pollev.com/jeffo410
- Download presentation at spspro.com/article-library

Jeff Oltmann

Industries
- Healthcare
- Research
- Bioscience
- Technology
- Public sector

Where
- Principal consultant at Synergy Professional Services
- Graduate faculty at Division of Management at Oregon Health and Science University

30 years of experience
- Advising management clients
- Managing complex technology development
- Developing new products

Specialties
- Strategy deployment
- Operational and project excellence
- Project portfolio management
- Organizational change management
- Facilitation

How do people interact differently online?

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External Polling Apps

PollEverywhere Poll Types

Multiple choice	Open ended question	Q&A
• Bar graph or donut chart display	• Text wall, cluster, or scrolling spotlight	• Open ended with upvote and downvote buttons
Rank order	**Audience sentiment**	**Clickable image**
• "Which is most important … ?"	• Rank order emojis instead of words	• Put a pin in an image
Word cloud	**Surveys**	**2x2 matrix**
• Single words	• A series of polls, such as for a quiz or collecting feedback	• Such as "Rate urgency and importance of this idea."
	Competition	
	• Leaderboard and points	

- Gray: what I use most
- Colored: advanced possibilities

Useful Attributes

1. Wide variety of poll types
2. Out of band responses
3. Respondents don't need access to a computer
4. Real time responses
5. Response logs
6. Reusable libraries
7. Can persist beyond the session

Rank these types of polls in order of usefulness

Open ended
Word cloud
Multiple choice
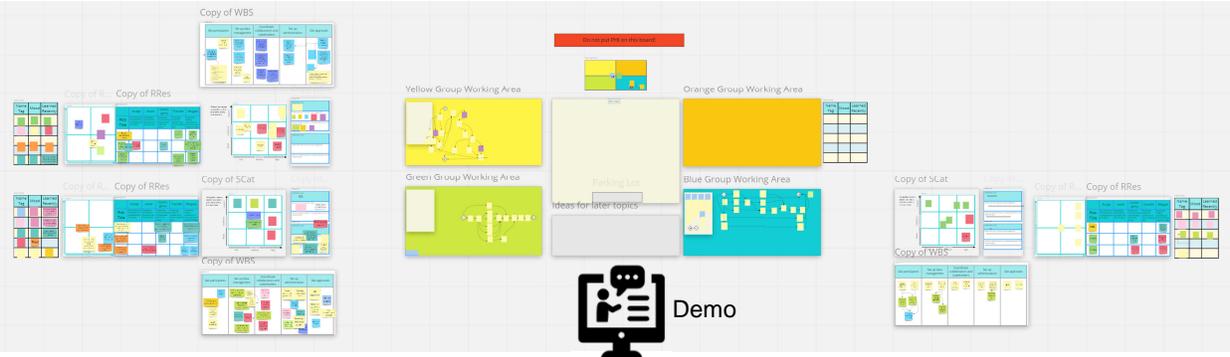Rank order
Competition
2x2 matrix

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Collaborative Whiteboarding Apps

miro

M U R A L

Demo

Useful for more complicated collaboration activities such as brainstorming and affinitization

WWW. SPSPRO.COM

Assessment: Whiteboarding Apps Are Highly Capable

Two ways to use
- Demonstrations
- Full independent collaboration

Boards are persistent

Setups are reusable (board copying, object locking, controllable object visibility)

"Come to me" and "Follow me"

Notes pane with full editor

Access control, permission levels, and guest users

Capabilities
1. Widgets (sticky notes, freeform pen, shapes, arrows, text boxes …)
2. Charting and process flow libraries
3. Templates
4. Add-ons (I use Kanban, planning poker, mindmaps, sticky import and export)
5. Commenting and visual revision tracking
6. Selective export
7. Integrations with other software (Google Drive, Slack, …)

Moderate learning curve for "designer"

Mild learning curve for users

Get Small to Engage Large Online Groups

Chat during this slide: share your tips for engaging online participants

1. Liberally use structured activities with deliverable and clear instructions

Examples of Structured Activities
1. Discussion partners
2. Talk circuit
3. Tossed salad
4. Issues and answers
5. Brainstorming
6. Affinity diagramming
7. SWOT analysis
8. Gap analysis
9. Visioning

QuickTips: spspro.com/ article-library

2. Frequently break into small groups (two to five people)

3. Add polls and call on people to engage "lurkers" (especially in larger groups)

Video Conferencing Apps

| Basic Capabilities	Advanced Capabilities
• Webcam feeds • Screen sharing • In-app chat and chat log • Recording (cloud or local)	• Video clip sharing (with audio) • Emojis and response icons • Breakout rooms (self-selected, auto-assigned, manual) • In-app voting • In-app whiteboarding • File sharing

Gamify!

1. Contests using polling apps
2. Virtual team "prizes" for great ideas
3. "Confetti Cannon" (Chrome only)

4. Coolness factor of real-time collaboration apps like whiteboards
5. Use electronic pens to scribble on screens
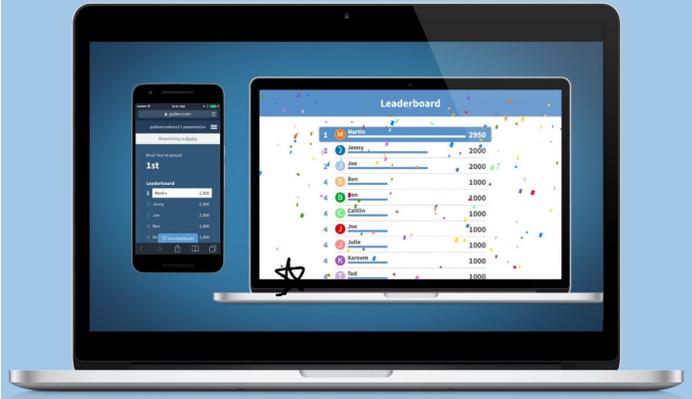
Above: PollEverywhere's competition leaderboard

www.wheelofnames.com

Activity

SMALL GROUP ASSIGNMENT:

1. You will be broken into random small groups for 7 minutes. Your Room ID will be in the header bar of the Zoom window.

2. Brainstorm tips on **how to use tools like these to improve online group work**.

3. You can use this Google Doc to share notes: https://docs.google.com/document/d/1DVV6-2Sqv_KijzY5oUOXBl74Z8XJKteSNvFBPQbPqTY/edit?usp=sharing

4. Be prepared to give a one-minute summary of your group's top 2 – 3 tips to the large group if called on.

Zoom Meeting Participant ID: 288294 - Room 1
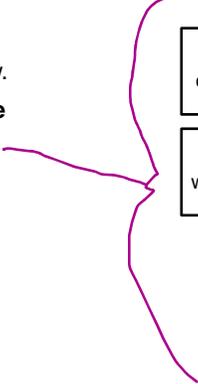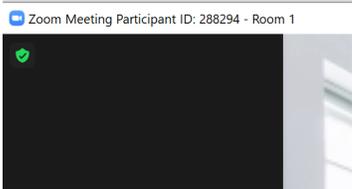
Video conferencing	Polling (external to video app)
Virtual whiteboarding	Web videos
Gamification tools	

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