

Virtual ToP Team 2009

January 9, 2010
by Sheila LeGeros

Part 1 of 2



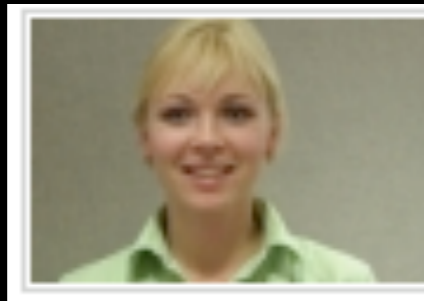
ToP[®]

Technology of
Participation[®]

Our Team



Gordon
Harper



Irina
Fursman



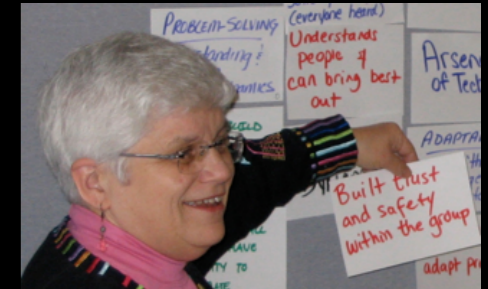
Cheryl
Kartes



Sheila
LeGeros



Jerry
Mings



Jo
Nelson



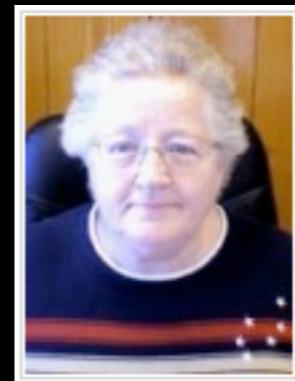
Jahn
Ballard



John
Epps



Eunice
Shankland



Ester Mae
Cox



Doug
Druckenmiller



Danny
Mittleman



Wayne
Nelson



Catherine
Tornbom



Sunny
Walker



Penny
McDaniel



Aida
Azadegan



Regina
Rowland

Charter Mission

Denver 2009

- **Have tools and techniques in place to facilitate virtually core ToP methods by end of 2009**
 - ▶ **Focused Conversation**
 - ▶ **Consensus Workshop**
 - ▶ **Action Planning**

Our 2009 Journey

January

Mindjet

**Toronto
Design
Patterns**

**Myweb-
spiration**

Mindmeister

Virtualis

**Mittleman
Lecture**

Illuminate

**Subject
Matter
Expert
Interviews**

**Adobe
Acrobat**

Connect Pro

Vidyo

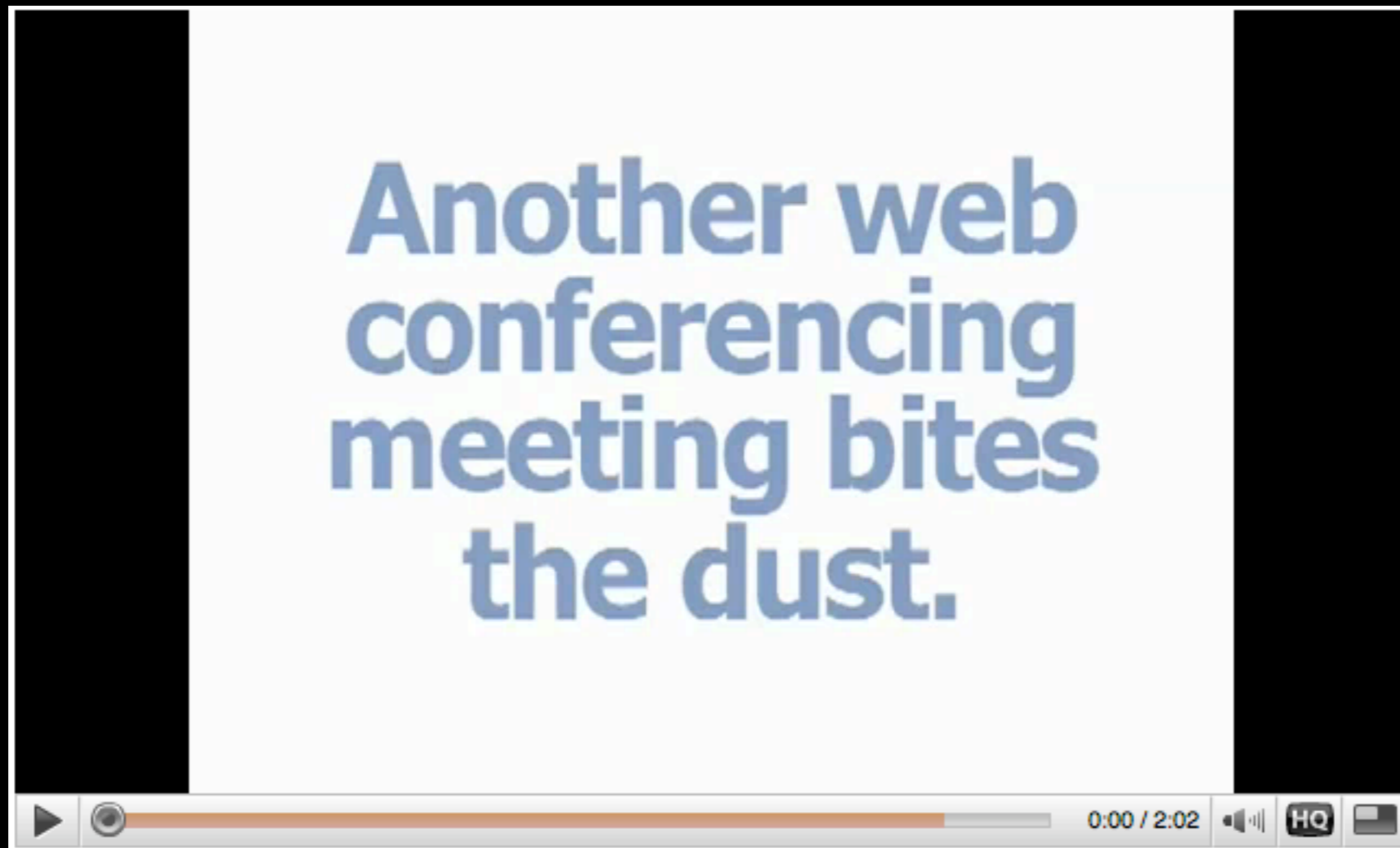
**Facilitate
Pro**

**Google
Docs**

December



Our Experience...



www.glance.com

Successes

- **Found tools that work with ToP:**
 - ▶ **Adobe Acrobat Connect Pro**
 - ▶ **Elluminate**
 - ▶ **Google Docs**
 - ▶ **Mindjet + Citrix**
 - ▶ **Maestro Conference**
 - ▶ **Vidyo**



Adobe Acrobat Connect Pro

Temp | Connect Pro Meeting

Meeting Present Layouts Pods Help

Context Question D

What are key actions one may take to become a competent virtual facilitator?

GET SERIOUS ABOUT LEARNING	PROACTIVE EXPERIMENTATION	PERSONAL PREPARATION			
Explore Tools <ul style="list-style-type: none">• Explore new tools on a regular basis• Research the capabilities of the tools• Take advantage of free trials• Study tools thoroughly• Review online resources• Understand the group's needs and select appropriate tools	Formal Learning <ul style="list-style-type: none">• Enroll in a virtual class as a student• Join an online learning community• Dedicate time to work on the tutorials• Do little bits -- remember not critical to do full-blown learning in learning it• Review online resources• Read and study• Become a certified facilitator• Learn how to facilitate face-to-face first	Get Involved <ul style="list-style-type: none">• Be proactive in leading• Prepare a script• Prepare ahead of time• Create back-up strategies• Be proactive in setting-up	Practice & Experiment <ul style="list-style-type: none">• Practice leading virtual meetings in volunteer organizations• Experiment with other friends and venues• Promote with volunteer organizations you belong to• Practice with low stress topics• Practice, practice, practice	Help From Friends <ul style="list-style-type: none">• Practice with a mentor facilitator• Get critique and reflection from colleagues about my virtual facilitation• Stay friends with the ToP Virtual Team	Open My Head <ul style="list-style-type: none">• Do a generative activity such as yoga or meditation for patience• Flexible and creative in the forefront of my thinking• Conquer my fear of trying new technologies• Listen well to your participants• Be prepared to hold the container

Talk | Welcome | COMPETENT VIRTUAL FACILITATOR

Elluminate

Elluminate Live! - SHEILA'S ROOM

Participants

Whiteboard - Main Room (Scaled 131%)

2/14 Slide #3

Follow Moderator Roam

1 Participant

Chat

Show All

Joined on January 2, 2010 at 6:00 PM

Send to This Room

Audio

^F2

In session for 4 minutes.

The whiteboard content includes:

- Test of a 45 card Consensus
- Key idea: sub idea
- This tests a six word card

Google Docs

Google docs Subject Matter Expert Interview Consensus Workshop Autosaved on 4:22 PM PST [Share](#)

File Edit View Insert Format Form Tools Help

10pt B Abc A [Grid] [List] [Table] [Text] [Image] [Link] [Unlink] [Table of Contents] [Table of Contents]

	B	C	D	E	F	G	H	I	J	K
11	FOCUS QUESTION		What key learnings do you see that cut across the interviews?			NAMING QUESTION		A key insight about facilitating virtual meetings is...		
13	Create & Sustain Focused and Engaged Participation	Virtual Design Requires Double the Work	Expectations Are Collaboratively Designed	Commit to learning about and continuous use of virtual platforms	Develop the tool chest and the criteria for selection	Build Participant Comfort with Technology	Time is a Critical Consideration	Always Accessible Orienting Tools for Participants	Requires New Facilitator Roles	Thorough Participant Preparation
14	Live doing engagement consistently throughout	Design is still key	Collaborative design prep is key to full engagement	Commitment to learning	Don't assume what tool a client needs	Time for the group to learn the tech tool	Process goes both faster and slower online	Easily understood and accessible process road map	Facilitators master technology	Combine synch/asynch and send people "stuff" for both
15	Regular multi-modal feedback	Design drives technology	Get group agreement on RA before choosing technology	Practice, practice, practice	Tendency to focus on technology, ignore client needs	Get people to be comfortable with technology before use	Don't go longer than 90 minutes	Keep the current question before the group	New roles for co-facilitators	Pre-preparation is important for participants
16	Need for lots in short bytes to keep engagement	Do a lot of thinking through of the design	Consider where the group lands in the me/we/network continuum	Facilitators master technology	Elluminate in a class by itself	Connecting technologies with learning styles	Requires MUCH more prep vs. F2F		Face-to-face practices are still important	
17	Create ways to gauge reaction	Keep design simple, yet varied	Group dynamics research informs virtual relationships	Challenge of ever changing technologies	Learn tools well to know which to use re outcome					
18	Need for lots of clues, check-ins	Creating effective transitions between steps	Prep work with client includes education about virtual work	Leverage what you know about F2F in virtual	Be prepared to use a client's tools					

+ [Add Sheet](#) [WELCOME!](#) [AgendaTeam 1](#) [Team 2](#) [Team 3](#) [Team 4](#) [Team 5](#) [Team 6](#) [Team 7](#) [Team 8](#) [Team 9](#) [Team 10](#) [Instruction](#) [Cluster](#) [Cluster \(Big\)](#) [Closing](#) [Evaluat](#)

Mindjet + GoTo Meeting

The screenshot displays a Windows desktop environment with a Mindjet MindManager application window open. The application window title is "ToP_ClientAssessmentNeed - Mindjet MindManager". The interface shows a menu bar (Home, Insert, Format, Review, View, Export, Catalyst, Tools) and a toolbar with various icons for editing and navigation. The main workspace contains a mind map titled "ToP Client Assessment Report".

The mind map is structured as follows:

- Root Node:** ToP Client Assessment Report
- Step 1: Assessing the Current Situation**
 - Central Node: "What Results does the Group Need?"
 - Sub-nodes: Current Concerns, Stakeholders, Participants, Desired Results
- Step 2: Images of the Future**
 - Central Node: "How does the group intent to implement the results?"
 - Sub-nodes: Implementing forces, Coordination, Implementing structures, Follow through systems
- Step 3: Understanding the Group**
 - Central Node: "What kind of experience does the group need?"
 - Sub-nodes: Understanding the Group, Familiarity with topic, Level of consensus, Level of attachment to the topic, Level of past success, Thinking - learning styles, Current mood, Elements of the group culture
- Step 4: Creating a Working Design**
 - Central Node: "What is the question the project is trying to answer?"
 - Sub-nodes: Over Question for the Project, Appropriate methods, Useful constructs, Procedures and techniques, Participation mechanisms, Time and Space, Ambience and eventfulness

At the bottom of the mind map, there is a text box: "Technology of Participation, (c) 2008".

On the right side of the screen, a GoTo Meeting control panel is visible. It includes a "Screen Sharing" section with "ON AIR - Showing screen" and buttons for "Show My Screen", "Stop Showing Screen", "Give Keyboard & Mouse", and "Change Presenter". Below this is an "Attendee List" showing one participant: "Ethan Mings (Organizer, Presenter, ...)". The "Audio" section shows "Audio Mode" set to "Use Mic & Speakers" and a "MUTED" status. The "Chat" section contains a message: "Welcome to The Desk Consulting Group Inc online session. Me (to All - Entire Audience): On line during an assessment session with a client using ToP Design eye in Mindjet". At the bottom of the control panel, it says "Meet Now Meeting ID: 269-876-313" and the "GoToMeeting" logo.

The Windows taskbar at the bottom shows the system tray with the time "7:32 AM" and various icons for network, volume, and power. The taskbar also displays several open applications, including "Welcome to MindManager.mmap", "CARFStandards_OverviewMap.mmap", and "ToP_ClientAssessmentNeed.mmap".


Maestro Conference

MaestroConference Simulator

http://myaccount.maestroconference.com/_MaestroGUI/maestroSim.html

Most Visited ▾ Huddle - What's N... NetNewsWire Beta Google Reader (19) Note in Reader A Crash Course in... ▾

MaestroConference Simulator +



0:05:00

MUSIC SETTINGS END CALL

1 2 3 4 5
0 0 0 0 0

0 hands up Broadcast Polling Status DOWN

Breakouts CREATE DISSOLVE

Audio Cues ▶

Timer 05 : 00 ▶ ⏪

Chat

Type here...

All Callers SELECT Everyone ▾

Participants: 25 Total / 25 Solo

MIC	R...	NAME	CUSTOM 1	CUSTOM 2	HANDS
	P	PRESENTER0	Mark Johnson		
	P	PRESENTER1	Sheila LeGeros		
	A	ASSISTANT1	Norma Jones		
	A	ASSISTANT0	Quincy Alpha		
		PARTICIPANT12	Alice Contro		
		PARTICIPANT22	Matt Page		
		PARTICIPANT13	David Goodman		
		PARTICIPANT8	Nancy Alejandro		
		PARTICIPANT3	Evelyn Jenkins		
		PARTICIPANT19	Paula Anderson		
		PARTICIPANT17	Jennifer Hudson		
		PARTICIPANT21	Rock Hudson		
		PARTICIPANT14	Fluffy Gatito		
		PARTICIPANT20	Mike Hernandez		
		PARTICIPANT1	Ho Ping		
		PARTICIPANT16	Gertrude Stein		
		PARTICIPANT0	Max Plank		

Feedback from Dashboard Enable POST MESSAGE

PRESENTER0 REMOVE

ACTIONS INFO BREAKOUTS

ID: 0629845199
PIN: 492605

PRESENTER ASSISTANT PARTICIPANT

Email

Mark Johnson

Custom field 2

NOTES:

Copy to Clipboard
The button below will copy data for currently selected callers to your computer clipboard. You can paste the selection to a spreadsheet or text document for later use.

Copy Selection

CHAT WITH SUPPORT

Vidyo



ICA Virtual Wall of Wonder

Wall of Wonder 1950--2040
Institute of Cultural Affairs

The ICA mission...an authentic concern for the human factor; ordinary people can contribute effectively; international development

The ICA mission...emphasis on organizational restructuring & transformation around the world; deep social experimentation; survival of ICA; sustainable development

The ICA mission... emphasis on the ToP courses globally, impacted large numbers of people; certification of trainers and facilitators; professionalization of facilitation; expansion of facilitation to many sectors; imbedding ToP in other models

The ICA mission...focus on collective leadership that keeps a facilitative culture going in an organization; embedding sustained collaborative culture; organizations have become networked organizations and we need a virtual collaborative culture; taking facilitative methods and leadership to scale (leaders transform their organization with facilitative methods)



Huddle -- Team Workspace

The screenshot displays the Huddle Team Workspace interface. At the top, there is a breadcrumb navigation showing "Virtual Team Project Space" and "/ files". The Huddle logo is visible in the top right corner. Below the breadcrumb, there are four action buttons: "Invite someone to this workspace", "Schedule a meeting", "Upload file(s)", and "Create an Office document".

The main navigation bar includes tabs for "Overview", "Whiteboards", "Tasks", "Discussions", "Files" (which is selected), "Meetings", and "People". Below the "Files" tab, there are sub-tabs for "Detail View" and "Thumbnail View", along with buttons for "Add files and folders" and "File tools".

A green callout box highlights a message: "Need help creating or managing files? Watch the tutorial." Below this is a table listing files and folders. The table has columns for "Title", "Size", "Date Modified", and "Status".

Title ^	Size	Date Modified	Status
Documents			<input type="checkbox"/>
Application Level DesignPatterns			<input type="checkbox"/>
Design Pattern Templates			<input type="checkbox"/>
Event Design			<input type="checkbox"/>
IAF 2010			<input type="checkbox"/>
Meeting Minutes			<input type="checkbox"/>
Proceedings			<input type="checkbox"/>
Research and Support Papers			<input type="checkbox"/>
Subject Matter Expert Interviews			<input type="checkbox"/>
Team Charter & Action Plans			<input type="checkbox"/>
Technology			<input type="checkbox"/>

On the left side, there is a sidebar titled "People in my workspace" listing team members: Aida Azadegan, Catherine Tornbom, Cheryl Kartes, Dana Bowler, Daniel Mittleman, Douglas Druckenmiller, Ester Mae Cox, Ethan Mings, Eunice Shankland, Gordon Harper, Irina Fursman, Jahn Ballard, Jo Nelson, John Epps, Penny McDaniel, and Regina Rowland, PhD |.