



## TTN Meeting | San Antonio 2011

### Virtual Opportunity

**September 1 2010**

**Participating – Catherine Tornbom, Nadine Bell, Penny McDaniel, Sheila LeGeros, Sue Laxdal, Cheryl Kartes, Jo Nelson, Ester Mae Cox**

## CONTEXT | GIVENS

TTN wants something

We now have several experienced virtual facilitators

Reserved Friday night in San Antonio – other before/after times already grabbed up

Previously – **Committed to creating a series of online virtual learning experiences to bring our team up to speed virtually and to prepare to train other TTN members before and after the January 2011 TTN meeting.**

## **Brainstorming - What would be the intent of a Friday evening session of training in online virtual facilitation?**

The intent is to engage in the third step of a three part process - 1 = sandbox; 2= participate in real meeting and walkthrough; 3= lead facilitator in designing a real meeting with commitment to deliver.

Increasing confidence in each persons growing ability

So excited and engaged that we have overachievers ready to move on prior to the meeting

Support and safe to be totally dumb and inept on the way to capacity.

Fun and fun and more fun!!!!!!

- RA: learn the basic means to utilize ACP for ToP methods and virtual meetings. To provide an opportunity to have other ToP folks participate virtually during that portion of the session.
- EA: To increase confidence in using ACP as a virtual tool.

Provide TTN members an opportunity to experience virtual facilitation and practice using at least one platform.

Debrief the experiences TTN members have had in the sand box sessions prior to the meeting.

Share stories of successful results when doing virtual facilitation and explore what contributed to the success.

To share best practices and experience a very interactive, engaging virtual meeting with TTN members excited and wanting to learn more and begin providing more virtual facilitation services. Some of this should be done in advance of the Conference virtually

- Share learnings together
- Share best practices
- It's the one time during the year we get to be face-to-face so let's do something that takes advantage of that!
- It's much easier to show them the technology virtually than face-to-face (let's do the show and tell bit before Friday, virtually)
- Begin naming some ToP principles / practices / methods for virtual facilitation -- what does ToP add to virtual facilitation?
- Collaboration workshop where we dig in deeply to methods and explore together the essence of ToP methods that bring virtual facilitation to life

To create a positive experience with virtual tools

To encourage the adaptation of methods to virtual use

Hands on practice with a immediately useable tool

To get started using tools

To generate an informed network-wide conversation about virtual facilitation

Lessen the fear of virtual facilitation and heighten the anticipation

Connect with colleagues in the rest of the world?

Give a taste of more than one virtual platform

Set up experiences/opportunities for TTN members to experience virtual ToP event/meeting/method (do this ahead of the January meeting)

On Friday evening, debrief the before the meeting events and orchestrate Q&A for such topics as:

How do I get started?

How much will it cost?

How much time will it take?

Who can help me?

What's the best tool to start?

Can I join the Adobe Club?

Can we form an Elluminate Club?

3 Platforms (tools) probably pretty easy to pull off ahead of the meeting - Elluminate (Jo & Wayne Nelson); Adobe - a bunch of folks; and MindJet and Citrix (Jerry Mings) (He would need to be asked

Panel of folks who've been "hired" to do virtual work - what, how, etc?

## Conversation on Brainstorm



- What words or phrases catch your attention?
- What questions of clarification do you have?
- Which of these intrigues you most?
- Where do you have an “aha!”?
- Where do you see common patterns – more than one of us the same thing?
- Which is really unique and different?
- How would you summarize our consensus?

### Intention Notes

- Positive virtual experience ahead of time in more than one tool
- Begin naming some ToP principles / practices / methods for virtual facilitation -- what does ToP add to virtual facilitation?
- Face-to-face in-depth interaction
- Experience fun and joy
- Shared stories and experiences
- Increasing confidence in each person in use of virtual tools
- Experience being part of a large support system -- not on their own

- Increased neural pathways that lead to "knowing" that there are numerous ways to use this
- Believing that ToP methods and virtual events are a happy marriage
- Know that virtual meetings are part of commitment to environmental concerns
- Practice in using virtual tools

**Brainstorm: Brainstorm elements of a training session that would accomplish the intent.**

\* Create a minimum of one pre-virtual prep session per each technology, preferably two sessions. These are required.

\*The session(s) would cover the three most basic skills for using the specific platform.

\*Full integration of ICA values in the room with regards to participation, and follow the design format of ORID

\*Set adequate time for all the fumbling that can occur.

- Use the mentor/mentee model to create the sessions. This will engage even more people in the process. We are on a snowballing mode. Just keep building more critical mass as we go
- Sandbox of preliminary virtual skills and netiquette
- Experience of at least 3 virtual tools, similar to IAF 2010 experience, with several dates and opportunity to experience each of 3 virtual tools
- Handout with comparisons of each of the 3 tools, and best practices for each
- Resources lists, how to gain access to licenses and online training, etc
- Use some of the special features available, including clock, locations on global maps, cost savings footprints, etc.
- Samples of documentation
- Use of PPTs and share screens, whiteboards, etc
- Panel, using a "jeopardy" game format

1. Set up virtual sessions prior to the Friday night session.
2. Debrief the sessions and answer questions about those sessions
3. Identify members for the panel and questions to which they will respond.
4. Include a section on ToP methods in virtual facilitation
5. Set times for follow up sessions.
6. Ask people to bring stories to share.

Use the IAF conf model to host 3 sessions with different technologies for people to experience

Provide a sandbox in advance of the sessions

Friday night hold a debriefing discussion on the 3 virtual sessions

Provide a discussion on best practices, getting started, tools, etc

Break out new vs. more experienced facilitators to virtual and provide more depth for new people getting started or advanced topic for more experienced

Provide additional training opportunities after the session and ways for people to practice - they can sign up at the conference to participate

- COMMITMENT TO ENVIRONMENT: Use the share pod which calculates the cost savings of no travel at each of the virtual events, and display total cost savings on a flip chart posted in San Antonio

- TOOLS TO EXPERIENCE: Adobe Connect, Let's Focus, Mindjet Mindmanager

- VIRTUAL WORKSHOP FOCUS QUESTION: Use the virtual workshops to address the nagging question of, "how do we make the difficult steps of ToP methods (such as clustering and naming) easy in the virtual world?"

- \*A brief experience in teams

- \*A panel of experienced virtual facilitators

- \*A mechanism for commitment for the following year.

- \*A plan to share for how the Network will be using virtual capacity

- \*A recommendation(s) for building individual capacity

- \*A Virtual plenary

Panel Discussion

3 part Experience - a) Sandbox, b) virtual ToP event, c) Debrief Friday evening

2-tier discussion on Friday night

Prepare resource list - online (review &/or reference at meeting)

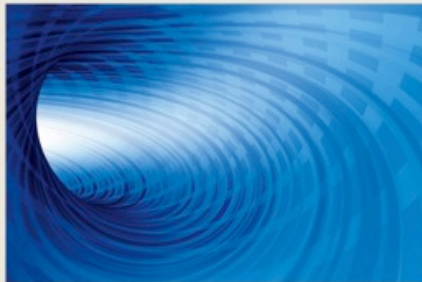
Discussion about a meaty topic to send to the other global ICA's about ToP virtual methods - best practices - experiences - hopes - plans

Some method (haven't created yet in my head) for answering all the questions that newbie's have - support group, helps for getting started, how to make it pay off, support for resource sensitivity

- Conversation on experiences leading to learnings
- Screen shots of what a virtual room looks like for several different ToP tools and virtual tools
- Workshop on what it takes to get started
- Workshop on discoveries/best practices
- Use Open Space to address specific topics

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### Training Elements Notes:

- Sandbox
- Approximately 3 pre-meeting virtual practice sessions, using different tools (IAF conference model) -- using as teaching sessions
- Addressing both newbie's and experienced people at different levels -- different groups
- Follow-up model for practice and commitment
- Engaging people in prep work as mentor/mentee
- Reflection on experience
- Sharing stories / panel
- Sharing experience / extracting best practices
- 1 1/2 to 2 hours

### What are our next steps? Who will do them?

Document the work of tonight - Ester Mae

Put together a draft model of the whole process - Ester Mae, Sue, Catherine

Plan the pre-sessions - Catherine, Cheryl

Work on Friday event - Ester Mae, Sue

Bring back to this group for feedback

### What is the next meeting date and time?

Whole group: September 22, 8 PM EDT