

# Virtual Facilitation

How do we find our way through the forest of collaboration software on the market?



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# Take Aways

- A **different way of thinking** about selection of virtual facilitation tools
- Some practical **Web2.0 tools** to try out






## Employees Still Have No Idea What's Going On After Attending Meeting

**NewsFlash: Virtual meetings  
are harder to facilitate**

...losing new ones, or losing our jobs," assistant project coordinator Lisa Morgan said. "Or maybe it's something else altogether. At the very least, I'm fairly sure that this meeting concerned how we operate, plan, and structure our work, I think." Morgan said she hoped some of the finer details of the meeting would be made clear in one of the follow-up meetings on Wednesday, Thursday, and Friday. ✓

A woman with dark hair in a bun, wearing a black blazer over a white collared shirt, sits at a dark desk. She has a stressed expression, with her right hand resting on her head. In front of her is a large, thick stack of colorful folders and papers. She holds a gold pen in her left hand, poised to write. Above her head is a thought bubble containing text.

We bought MS  
LiveMeeting for  
our requirements  
negotiation  
meetings





Event Sniper

sync upcoming.org

thinktank  
by GroupSystems

QUNU

answerbag

Oyco  
Systems, Inc.

IBM Lotus Sametime 7.5

Wengo  
connecting your phone to the future

ChatCreator

twitter

Comprore  
Come Xplore

EZWEBCALENDAR.COM

Sup  
INSTANT MESSENGER

REB

RAKETU

aut

Kopete

Groupvivity

Jotspot LIVE

Blog?

dodgeball.com

WebMessenger

lozeo  
BETA

remember the milk  
BETA

Videokaraoke

wengo VISI  
Exchange Server 2003

VOXLIB  
ANY DEVICE. ANY NETWORK. ANYWHERE.

Peekko

Instant Express  
BETA

CommuniClique

onSh

AS

radius

CalendarHub loopz

thinkature

CrossLoop  
BETA

Approver.co

GroupSystems

Jazzuddle  
BETA

ConceptShare

InstantST

Expediting Innovation.

mondRocks

Tagyu

Projects

Simply Gtalkr



So, what can we  
do about this...

How do we  
improve the  
process of  
virtual  
facilitation?

## We notice...

- People looking for virtual meeting tools come at it by asking one of three questions...



# They have collaboration intention



*“My team needs to do a virtual multi-criterion decision process, what should I do?”*



# They want an affordance



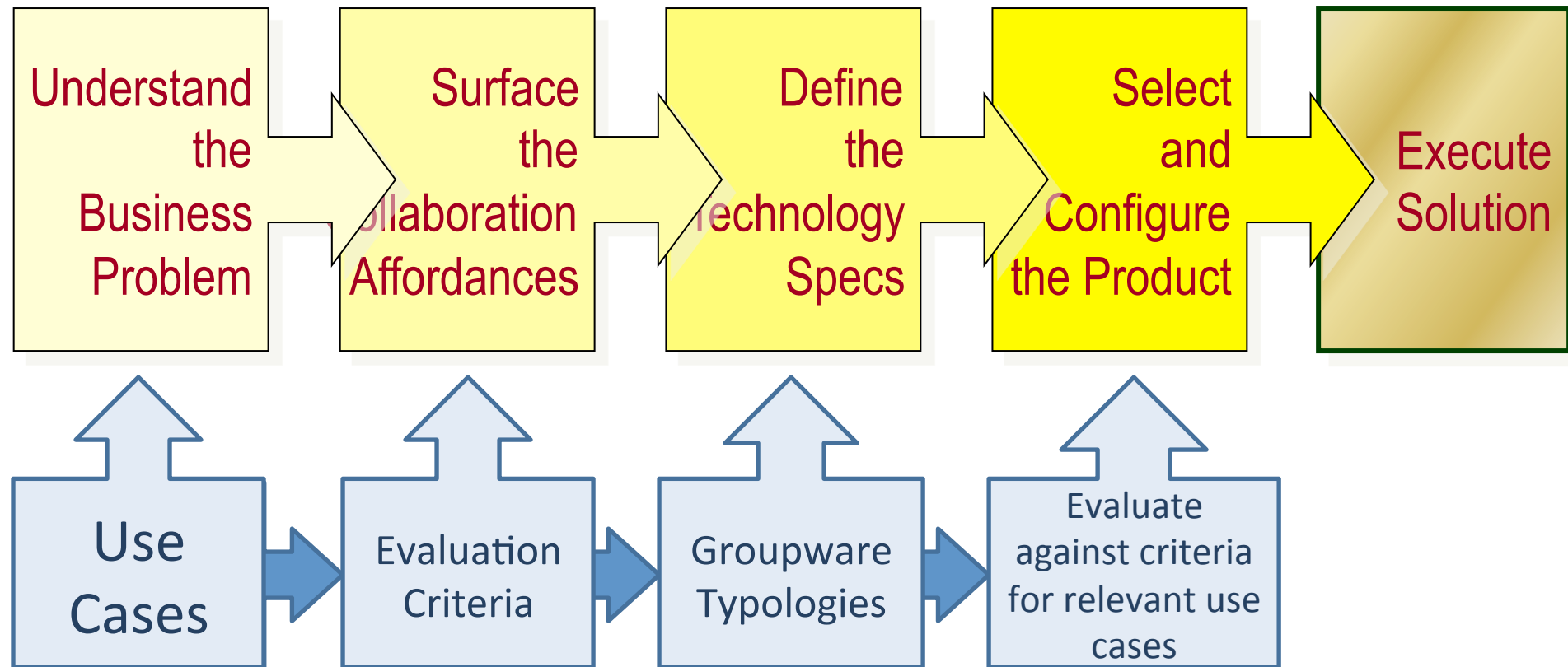
*“We need audio conferencing capability, what are my choices?”*

# They jump at the latest trend

“My son says everyone is on *Twitter* these days. Let’s use that for our meeting.”



# Four Entry Points to get to the Solution





# Divergent Process

# Convergent Process

**Generate**



**Organize**



**Reduce**



**Clarify**



**Evaluate**



**Commit**



# Great MindMeister Tool Map: Here is its shortcoming

It does nothing to differentiate the key affordances within a category in ways that advise you which tool you should use



# Kinds of processes you want to accomplish at meetings



- **Briefing**
  - Presentation
  - Training
  - Status
- **Problem Solving**
  - Ideation
  - Knowledge Acquisition
  - Knowledge Exposition
  - Decision Making
- **Work Execution**
  - Group Writing
  - Group Modeling
- **Team Building**
  - Social
  - Celebration
  - Values Exploration



## Kinds of software

- Tools for **presenting** online  
you need to wait too  
building online  
• **videoconferencing**  
• **Knowledgebase**  
• Wikispaces.com  
• **meetings**  
• **mind42.com**
- Tools for **modeling** online  
• **idea.com**  
• **gliffy.com**  
• **FreeMind.com**  
• **flowchart.com**  
• **surveymonkey.com**  
• **thinkature.com**  
• **mxgraph.com**  
• **www.editgrid.com**

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- Tools for **organizing** online

- [Notebridge.com](http://Notebridge.com)

- [ProjectZotero.com](http://ProjectZotero.com)

- Only **Wikispaces.com** tools

- [Zampdatabase.com](http://Zampdatabase.com)

- [Gofogzila.com](http://Gofogzila.com)

All those tools are **task** focused.

There is a need for **process** focused tools as well.

# Some Dimensions of Differentiating Affordance

- **Process Channels:** How do people communicate process when using the tool?
- **Interrupts:** How do people signal they wish to take control of conversation or product?
- **Synchronicity & Feedback:** How quickly (and how richly) do you receive feedback from teammates? Do you know what work others have done?
- **Access Control:** At what level of granularity can you block out portions of the document to work in? Can you manage ACL by person, by section, by role? How does the software handle contention and conflict?
- **Shared Focus:** how do you focus people's attention on a particular artifact of interest?
- **Entry/Exit:** How do people get in and catch up to a process?
- **Archival:** How are version histories maintained? How does undo work?
- **Anonymity and Attribution:** How can you handle varying levels of identity in the tool?



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