

TTN Virtual Knowledge Team Expert Questions

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Interviewers Names: Gordon Harper and Penny McDaniel

Experts background or experience: Project Leadership, global learning solutions, and lots of experience with facilitation. Early formative leaders of PMI and he led a research team of Project Manager who produced a book on PM. Worked for Microsoft for a number of years. mike.katagiri.us website has info on it.

Please capture the highlights of your interview. Below are the questions identified by the knowledge team, feel free to adjust or go deeper depending on the expertise of your interviewee.

1. How do you elicit and sustain productive engagement?

experimenting a bit sometimes start with an asynchoonous discussion and do that before a virtual or f2f meeting. Can cut down f2f meeting time by doing this. Some people are reflective and like the discussion forum prior to meeting. Some hate it - blend so it accomodates all learning styles.

2. How do you design a virtual meeting?

Thinking about the blended engagement methods Sync. asynch, virtual, f2f, if I know the group I don't hesitate to start an asynch. discussion. I don't have a lot of track record - did do strategic planning for ASTD chapter Taking the ORID - O questions good for Asynch. let those go for a while, then virtual meeting asking for clarification about discusison forum which led to a f2f session which got into strategic directions, then reflection asynchronous could be done at the end.

3. What resources have you found most helpful?

4. How do you accommodate a variety of learning styles in your virtual facilitation?

I think this combo of asynch and synch if designed carefully can do things a bit faster and appeal to the different style some who like f2f or who don't. Still testing that out. I can see in the future it won't be difficult to post electronic sticky notes.

5. What criteria do you use in choosing tools for virtual facilitation

From participants standpoint needs to be easy to log into. Requires little or no training. From Facilitator's standpoint nice to see the engagement of people even seeing people's names light up or webcams, being able for everyone to share their desktops.

6. What else do we need to know about virtual facilitation

Not sure what I can add, one thing that has surprised me is how fast y generation is pushing us along. Get them involved they may have great ideas about additional methodologies. Challenge how do we engage generational styles as well as learning styles.

7. What do you find most critical in choosing tools for ToP Virtual Facilitation? (ToP Experts only)

Gordon taught me about voting and ToP isn't really about voting yet some of those are actually additive to the process. Need to keep reminding myself of the philosophy of participation so I don't get too carried away with the technology

8. Who are other experts we might want to contact?

The real big guru that I try to follow is Ellitt Maise - see learningtown.ming.com is a super big learning collaboration site. People join groups today and its all about learning and facilitation is a big how. Learning and facilitation start to blend together

9. What other critical documents, articles, books or resources should we read?

fascinated by all of the technolgies supporting social learning trying to get people to participate and have conversations.

Additional Comments: It does take longer to prepare for a virtual facilitation versus f2f.

Highlight key points that you believe are relevant to the ToP Virtual Team's Work: