Great job team! I feel very good about how far we got with the ISUCEP team and hope you do as well. I am looking forward to talking with you both about a proposal.

I am sending you a few reflections about today's meeting. I would love it if you can add your own reflections to the list. After I hear back from you, I'll post this to the Huddle for our future reference.

WHAT WENT WELL?

1) The participants appreciated the conversation we generated for them, and wished that a similar conversation could be had by the board

2) We completed the task, although in 90 minutes, not 60 minutes. Additional time was taken by: late start, self introductions, onboarding to Adobe.
I would add here - we designed thinking of 1 person answering the conversation questions, and when the group of 1 expanded to 3 people, the conversation was understandably longer in time.

3) Ester Mae's photo roster was very helpful in creating a positive and professional atmosphere, and making us real people to each other.

4) We generated a very honest conversation with the client. It was very helpful they mentioned the concern some in their group have about external facilitators; and they mutually decided to postpone the meeting with us until they have a chance to get their board aligned around using external facilitators.

5) It was great to have Ester Mae be the note taker, because she understands the lingo and organizational history. This allowed Cheryl and Sheila to listen deeply, and reassured the client that we really understood what they were saying. Having the person most familiar with the organization act as scribe looks like a best practice in a virtual design conference. I have learned vicariously that when I'm intensely "on" capturing the conversation in writing that it's almost impossible for me to monitor the rest of the screen - see hands up, see posted to chat messages..... I missed one that Cheryl sent.

6) Sheila did a fabulous job of moving the conversation - easier when she had designed it and then facilitated it. Her calm demeanor is excellent in demonstrating neutrality and confidence and professionalism.

7) Capturing the data generated by the conversation and sharing it back almost immediately with the ISUCEP folks is a big plus.

WHAT COULD BE IMPROVED?

1) They did not seem clear that they needed to dial in by telephone. It would be good to explain up front we'll be using both the computer and the telephone.

2) Starting from 1:50 PM, Sheila could not see all the data in all the pods. Some of the data came back a while later. It was a bit disconcerting to lose data. Sheila tried refreshing by changing layouts and by closing and re-opening pods. This worked for most but not all. As a result, there was a time that Sheila could not see there was a hand raised -- fortunately participants noticed and jumped to the rescue!

3) I have to work on not "talking over" someone else... the phone sort of allows that.....

4) At some point, it might be helpful and fun to send these same questions to the 3 ISUCEP folks......

WHAT WOULD YOU CHANGE NEXT TIME?

1) Be more clear with the group the scope of the questions at the outset (Mary thought after the first set of 4 questions we were finished -- we had 12 more questions to go!) **Consider sending them the questions in advance** so they have a chance to reflect before the call. Even consider having them write-up some answers beforehand. Questions in advance with a group used to forms and such would be fabulous.... even if they just know the questions and start to form answers in their head would help.

2) Budget 90 minutes for a virtual design conference.

3) Use presenter's chat function, which is not visible to the participants. This would have helped Sheila and Ester Mae get synchronized in the beginning, when Sheila's microphone wasn't working properly.

4) Promote all facilitators to Host right away so we each have full privileges. (Is there a way to do this before the meeting, so it's one less thing to think about?)

5) Check with Adobe as to why the data gets lost at times, and how to restore/refresh when that happens? I had a similar experience when I was creating the image shift layouts for our practice session - and I decided (probably with not enough data!) that I had been working for a long time and the computer was having trouble with RAM memory (refreshing and keeping up).... So I shut down completely and re-started and didn't have further problems.   I have routinely begun to shut off all other programs being open - only Adobe and e-mail when I'm on an Adobe session ... and empty the browser cache before we begin......

6) With another group with whom we have little to no familiarity.... we would remind ourselves to ask for more background information ahead of time from the group. And in a manner of full disclosure, we probably should have shared with them that I had sent you information - or copied them into the information I provided (for transparency and to check accuracy).