

# Debrief of Virtual Wall of Wonder

## What went well?

- We got people!
- People were brief and got what they wanted to say out. They were on target with their comments.
- Conversation got deeper than I expected; rich insights about the future. It took me to a new place.
- People liked the visual in Mywebspiration. Sunny called Eunice right away, and said, “now I wonder how those people who do conference calls without visuals really retain it.” This is one of the edges we need to do. Because a lot of our methods are really visual. Even ORID you can visualize the sequence.
- We only added a few thoughts today. The big screen here, with less data provided enough data and enough big picture to get some very significant reflections going. There was enough data to represent a whole bunch of ideas. This was so much easier for me to follow with the phone and the visual compared with the lists in Denver. Getting swamped in long lists didn’t help much. The naming of the eras was very powerful today, which means we had enough data to do good work.
- Having critical ideas to start the conversation is just fine (via pre-work). You don’t have to start with a blank slate all the time.
- Ability to capture the data during the call.
- The questions were provocative and created a deep conversation.
- The stars were good procedurally -- we didn’t catch them all.
- Eunice liked when Sheila jumped in here and there -- our transitions were clear (people could anticipate what was going on.)
- Participants were incredibly patient and understanding.
- Sheila liked being able to write comments on the red line about the conversation. It reinforces participation. Capturing comments engages people.
- Asking people to repeat so the recorder can get it could be a ground rule.
- People spoke slowly so the recorder could get it.
- Having a good conversation between co-facilitators made it work. We both owned the process. We owned the questions, and what we’re going to do next.
- In the announcement we requested people to login 10 min early. People really did it.
- Sheila had two computers -- one for Mywebspiration and one to take detailed notes of the conversation. (This would work well as a back-up if the main computer freezes.)
- Eunice shifted her questions and asked a small subset of her total questions -- a lesson that we can change it up in the moment.
- A simple check-in worked well -- name and year joined and place? It was useful to have names at check-in. It would give the possibility for a visual round robin or to call on people.
- It was useful to have a specific naming question for the eras: What was the mission of ICA in that era? What would you say was the legacy of the organization at this time?
- We had a back-up plan for ZohoMeeting, which failed.

## What didn’t go well?

- One person did not get in to the tool and was very frustrated by it. Her expectations were very high and she was very upset about it.

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- Sheila had a hard time keeping pace recording data with the conversation -- we could have had two people scribing on the page with a facilitator.
- Sheila didn't know which was better -- Flash or Active X, or how to answer some questions like "I got your invitation but it didn't work".
- Eunice forgot to get the names of the people, and couldn't call the names to get more information.

## What could we do better next time?

- Needed to set the context better on the stage of our development with virtual meetings. We are all guinea pigs together to manage expectations and frustration.
- Tell people that the meeting place will be open 30 min before the start of the hour and we'll be able to chat with each other, to give people time. "Virtual Cocktails" before the big event -- socialization, set-up, conversation, before we all sit down.
- I don't recommend using ZohoMeeting -- even though it was free. Better to use GoTo Meeting -- it is tested, and worth the money. It works well for the purpose. As facilitators we need to insist on spending money on the technology. We need to invest to do a good job to honor the time of the people who are participating and lessen the frustration.
- Make a list of names as people come on-stream.
- There were many more rich questions we could have asked if we had the time. (It was an amazing conversation in 45 minutes.)
- Introduce only one new technology at a time for a group. (We introduced 5 technologies for the retreat: SurveyMonkey, Instant Conference, Mywebspiration, Flickr, ZohoMeeting).
- When you ask for input, don't overly interpret the input. The chronological part is easy. I see a product of the SurveyMonkey as a matrix. You can use symbols on a flip chart to categorize each of the ideas vertically and associate them horizontally -- see the horizontal connection. Look for connections across horizontally. Vertical clustering and horizontal linking.