



möbius

# How to roll digitally

We work in an environment in which we frequently travel around the country for our clients. This means there's a distance by default between us, our clients and our colleagues. Tools such as *Skype* and *WhatsApp* instantly come to mind when thinking of ways to bring together people who are physically apart. But software can do a lot more than calling and texting these days. We take you through some of the possibilities and the standards we use at Möbius to **connect with colleagues and clients**.

Firstly, you must think about the **purpose of your digital connectivity** (e.g. to discuss, brainstorm, give feedback, coach, share, query, inform, follow up, inspire etc.). We narrow it down into six categories. The first three categories focus on virtual sessions: chosen moments with a specific group in which the participants actively interact with each other.



Videoconferencing

**Videoconferencing** is the first and most familiar type. This creates a virtual meeting room in which participants can see each other and share a joint presentation. Videoconferencing is a suitable approach when you have a structured meeting with a set agenda, clear purpose and defined roles. Interaction is possible by asking questions but is not ideal for group discussions or brainstorms since it might become chaotic very quickly if not well moderated. Therefore, it is recommended to appoint a facilitator (who's not your team leader) in order to stick to the agenda and to keep the focus on next actions.

At Möbius, we use **Microsoft Teams**, because it's powerfully interconnected with Office 365 programs such as OneNote, Outlook and SharePoint (a cloud space on which we store and share files). Besides, the quality is better compared to Skype and many organisations have access to it (sometimes without knowing it).

**Zoom** is a great alternative for non-sensitive meetings (considering the recent security issues), because it enables you to see all other participants. Unfortunately, the free version has a 40 minutes limit. However, if the facilitator has a paying account, he/she can organize longer meetings, including sessions with break-out rooms (smaller groups to discuss a certain topic). In these times of mandated working from home, you can tweak these tools for virtual day start meetings, lunch meetings and after work drinks as well.



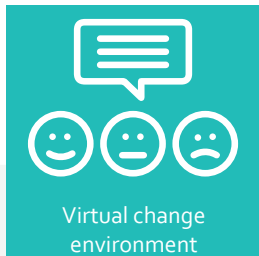
Virtual workshop

The second category comprises the **virtual workshop**. The aim is to get input from the group and use interactive methods to **involve every participant**. Tools to facilitate workshops online usually focus more on interactive features than on video quality. **Miro** is the tool we suggest for virtual interaction. For a reasonable fee you - as facilitator - can prepare virtual workshops for large groups and apply fun methods (e.g. voting on each others ideas) during the session.

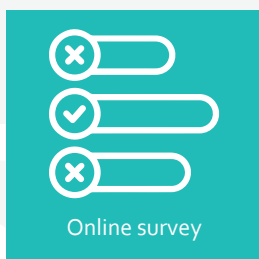




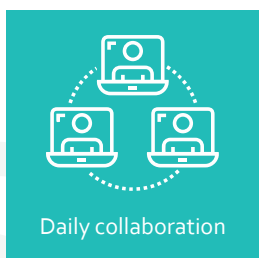
**Virtual teaching** is the third category to facilitate virtual session. This teaching method has more features to mitigate **teacher-student interaction**, such as asking questions, taking tests, viewing the screen of the participants, using smart boards and many more. Tools in this category, like **WeConnect**, are designed for one host (teacher) to transfer knowledge or information to a bigger group of students whom in turn can ask questions. The interaction is much more regulated than other tools to organize virtual sessions. **Webinars** are often also organised in the same manner.



If you want **users to interact over time** without having to bring them together at a certain moment, then a **virtual change environment** is an appropriate tool. This is a digital platform on which you can coach your team in the long term by giving feedback to each other's behaviour and goals. We use **Intuo** to give our peers feedforward on personally set goals.



A fifth group are **online survey** tools. When you want to gain **input from a large group** without assembling participants, software to process a large amount of data in a structured way is vital. We use **SurveyGizmo** to conduct online surveys, because it covers a wide variety of question types, whether it's for an employee satisfaction query, an advice gathering round during a decision process or registration form. **Sli.do** is a great tool if you need immediate response (during a virtual meeting for example).



The last category entails facilitating **daily collaboration** with team members. A digital platform offers a suitable tool to easily share knowledge and documents on the one hand and standards, best practices and work in progress on the other hand without having to send it via e-mail or hoping your peers will find it in your cloud storage system. Even improvement ideas, including the status of execution, can be visually gathered and shared online with a team. Again, depending on the purpose of the collaboration, different tools are more convenient to use because of specific features they contain. **Trello**, **Confluence** and **Microsoft Teams** are three tools for daily collaboration.



**Trello** is a sort of rudimentary Kanban / project management system. This tool can be used as an improvement board since it is visually easy to follow-up on ideas and tasks.



**Confluence** is a full equipped wiki-tool to keep your standards, procedures and knowledge system centralized. The biggest advantage is that the content can be continuously improved by contributions from employees on one centralized platform instead of modifying hundreds of Word and Excel documents.



**Microsoft Teams** is the tool we use for actual collaboration on documents (with comments inline), partly because of the before mentioned integration with (video)chat and other programs. It also provides links to many other tools such as **Trello**, **Miro** and **Confluence**.



# TIPS & TRICKS

## for virtual meetings

### BEFORE THE CALL



Consider the target audience.



Clarify the goal. Write it down in your invite and specify it at the start of your meeting.



Crystalize the messages. Select a few key topics, resist the urge to add more to the agenda.



Choose a meeting format that brings the story to life. Augment with interactive tools and provide attendees with necessary materials.

### DURING THE CALL



Ensure a stable connection over WIFI or 4G.



Ask participants to mute their microphone when they are not speaking.



Take notes of talkative participants to identify the inactive ones.



Record the meeting when not everyone can attend and share the recording afterwards (after approval of all participants - GDPR!).



Respect the timing.



Keep it funny (if appropriate).



Switch your webcam on during the call to enrich the meeting or workshop with non-verbal communication.



Take a break every 50 minutes to focus better afterwards (e.g. getting some fresh air).

### AFTER THE CALL



Send a follow-up mail to all attendees with clear actions and next steps.

