



New Tools for Coordination and Leadership of Virtual Work

WORKSHOP SESSION 2

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SOCIO TECHNICAL SYSTEMS ROUNDTABLE

www.STSRoundtable.com

*Research supported by the National Science
Foundation: NSF-VOSS Award #0943237*

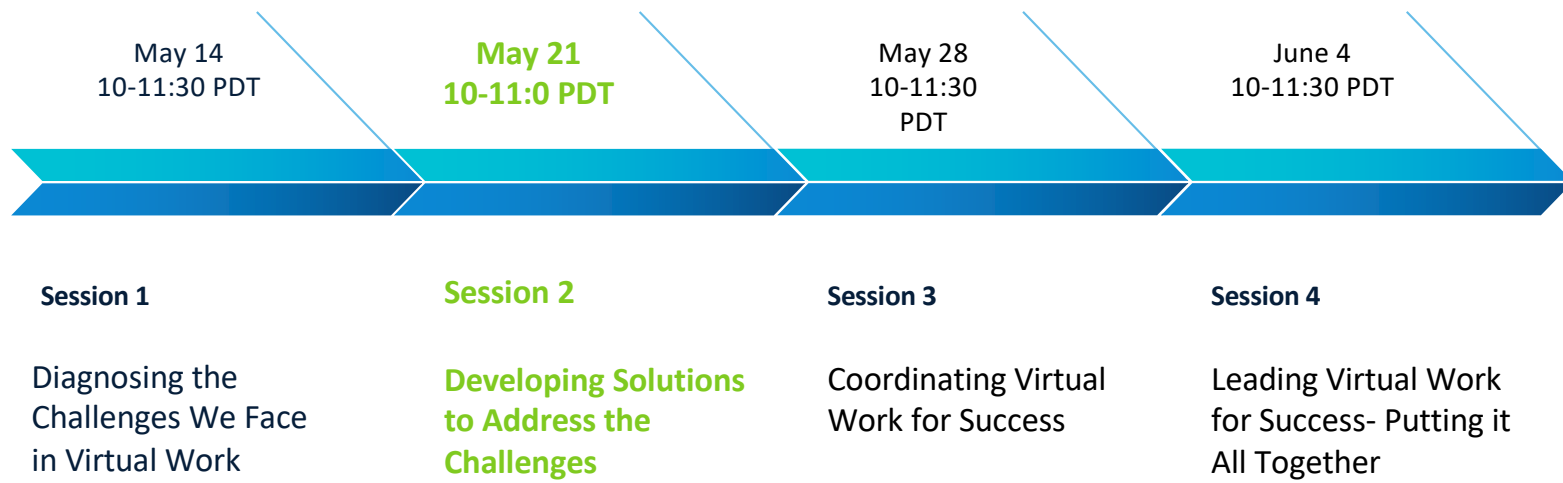
A Note About Using and Sharing Our Work

- “We are happy to share our work with you, and to have you share it with others.
- We would love to know if you adapt or build upon it, and to have you share that with us.
- If you do use our work, please give appropriate credit to our team and the National Science Foundation*, and indicate if any changes were made in our original materials/work.
- You are welcome to adapt or make changes in any reasonable way, but not in any way that suggests that we or the NSF endorses you or your use.”

• “New Tools for Coordination and Leadership of Virtual Work”, Doug Austrom, Betsy Merck, Bert Painter, Pam Posey, STSRT, 2020.
• Research supported by the National Science Foundation: NSF-VOSS Award #0943237

New Tools for Coordination and Leadership of Virtual Work

How the Series Works



Session 2 Objectives: Developing Solutions to Address the Challenges

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- **What's getting in the way of better coordination of our virtual work?**
 - ✓ Deepen our understanding of key conversations and deliberation design
 - ✓ Begin to identify barriers to effective virtual work

TODAY'S AGENDA

- Welcome
- Workshop Overview and Session Objectives
- Participant Introductions via CHAT
- Key Concept: Key Conversation/Deliberation Design
- Key Concept: Deliberation Design-Breakout Room Activity
- Key Concept: Barriers
- Wrap-Up & Homework

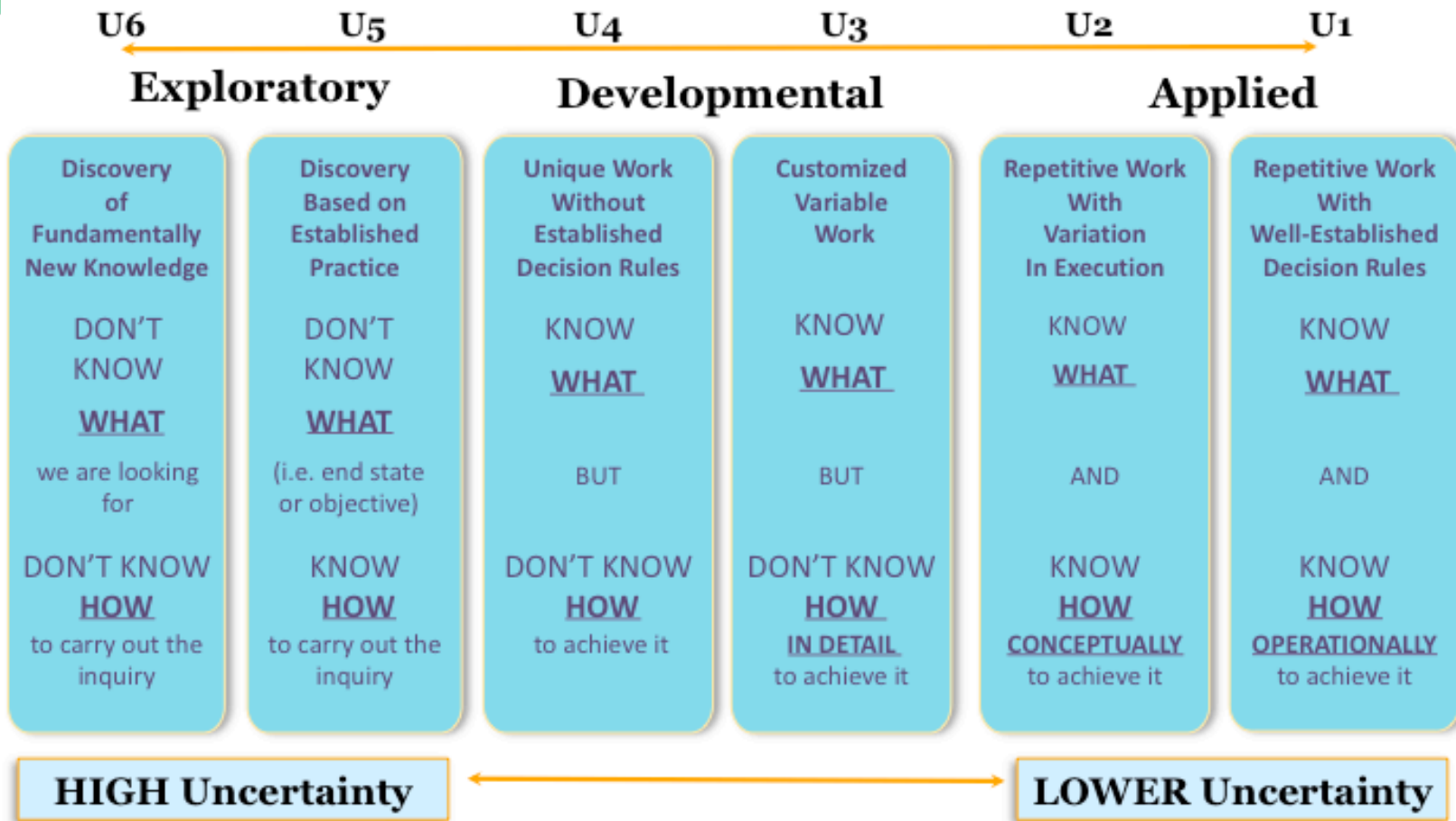
Who is here today?

Directions:

Open CHAT and quickly respond to these questions.

- **What is your work?**
- **To what extent was virtual work part of your reality prior to COVID-19?**

CONTINUUM of WORK UNCERTAINTY



Adapted by Carolyn Ordowich, STS Associates, Inc. from Andrew C. Revkin, *R2-D2 and Other Lessons From Bell Labs*, New York Times, Dot Earth Blog, December 12, 2008 & Eddie Obeng, *Putting Strategy To Work*, 1996, Financial Times Pearson Publishing.

What are Key Conversations/Deliberations?

Key Conversations/Deliberations:

Sequences of exchange and communication in which people engage to reduce the unpredictability and ambiguity of issues that are critical to moving the work forward



Participant Activity

Directions:

Take 1 to 2 minutes to reflect on what you learned in our last session.

Please write your response in CHAT.

What insights or questions do you have from Session 1 about using the uncertainty continuum and identifying key conversations/deliberations?

Designing Deliberations

Key Conversations/Deliberations are patterns of exchange and communication in which people engage to reduce the uncertainty and ambiguity of issues that are critical to moving the work forward



The initiating step in determining a work unit's key conversations/ deliberations is to identify the **Topics** or issues about which people must reflect and communicate.

*Once the key **Topics** have been identified, these elements will need to be addressed ...*

- Participants** – *Critical stakeholders to the issue; those who should be involved in the reflections and conversations; representative diversity of roles and perspectives*
- **Data** – *the information that is needed to effectively address the topic and advance the reflections and communication; physical documents and stored information; data bases; analytics, algorithms and machine learning*
- **Forums** – *in which they occur which may be structured, semi-structured, unstructured or ad hoc; in person or online meetings; informal interactions; internet collaboration platforms*

Group Activity

Take 2 minutes and consider one key deliberation you are having (if you don't have one now, please consider one you anticipate having or have had in the past).

In your Break-out Group take turns and share your responses with the group. You will have 25 minutes for this discussion.

In your break-out group, share one key deliberation you are having.

Next, identify the related topic(s) about which people must reflect and communicate.

Now, identify:

- ✓ Who are the key participants needed?
- ✓ What is the information that is needed?
- ✓ What are the best forums to use?

Participant Activity

Directions: Please use CHAT to respond to the question at the right.

Identify the most significant barriers encountered or anticipated that are specific to key deliberations in your virtual work.

What Did We Do Today and Where Are We Going Next?

Today's Key Lessons:

- Understanding that key deliberations work much better if designed purposefully
- Identifying and using key design elements to improve deliberations

What's Coming Up in Session 3?

- Introducing knowledge barrier categories
- Developing solutions to resolve those barriers

Homework

Before our next session, please practice what we did today and bring your notes to our next session:

- ✓ Identify a deliberation; specify the related topic(s); and apply the deliberation design elements (participants, data, forums) to move the deliberation forward
- ✓ Identify key barriers getting in the way successful deliberations

Don't forget to sign up for Session 3 on May 28, 2020, 10:00 - 11:30am PDT.




Thank you!

If you are interested in learning more about this work, a selection of readings, our Zoom session recording and our slide deck will be posted shortly on our website:

www.STSRoundtable.com

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See You Next Week

