



Orientation

to Interactive Online Meetings

Use Cases





Virtual Strategy Planning

15 participants (U. S., Australia, Poland): 6 x half-day synchronous sessions, 18 days asynchronous time

▶ Outcomes

- ▶ Plan with process/quality improvements, significant cost/time savings

▶ Direct Cost/Time Savings

- ▶ **Face-to-Face would require: 5 days**
- ▶ **Interactive Virtual Meeting required: 12 hours/participant**
- ▶ **Costs removed: 320 person hours + \$40K Travel Expenses**



▶ Participant Feedback

- ▶ enabled team to brainstorm and consolidate concepts for future capabilities
- ▶ adding ideas and comments in real time (parallel) - great way to reduce cycle time
- ▶ various voting approaches provided strong statistical information and intuitive ways to view data
- ▶ environment kept everyone focused and engaged so that it was very difficult to multi-task and do other unrelated work as often happens in other web-based meetings and teleconferences
- ▶ for non-native English speakers, ability to see and contribute (read/write) ideas is huge benefit - sometimes much information missed when listening - writing comes easier than speaking - very positive experience to have both verbal and electronic conversations
- ▶ we can deliver an estimated savings opportunity in excess of \$250K/year in meeting expenses



Teleconference Support

13 Participants (IL, OH, FL, UT, OK, GA, CO): 1 x 2 Hour synchronous session

▶ Outcomes

- ▶ Fully & Instantly Documented Discussion with 50% reduction in call time

▶ Direct Cost/Time Savings

- ▶ Traditional call plus document turnaround would require: 3 days
- ▶ Interactive Virtual Meeting required: 2 hours/participant
- ▶ Costs removed: 242 person hours + \$11K Travel Expenses



▶ Participant Feedback

- ▶ nice approach to group meetings – great job navigating us through the process although we were on a steep learning curve
- ▶ value in being able to change direction and skip ahead in the agenda
- ▶ potentially this could be identified as a [company] Best Practice - either mandatory or permissible for cases meeting specific criteria
- ▶ interactive participation was useful - computer and telecon allowed better interchange of information and also provided immediate answers to questions or issues
- ▶ carried us thru session stress-free - system is so user-friendly for adding comments - to be able to see the presentation and interact simultaneously [questions & comments] offers



Organization Capability Assessment

26 participants (U.S. & U.K.): 2 x half-day synchronous sessions, 8 days asynchronous time

▶ Outcomes

- ▶ Assessment of Organizational Strengths & Opportunities

▶ Direct Cost/Time Savings

- ▶ **Face-to-Face would require: 4-5 days**
- ▶ **Virtual Interactive Meeting required: 2 days/participant**
- ▶ **Costs removed: 450 person hours + \$30K Travel Expenses**



▶ Participant Feedback

- ▶ web-based meeting went better than I had expected. The questions brought up were very thoughtful and thought-provoking
- ▶ web tool provides good real time feedback and is useful
- ▶ brainstorming process worked pretty well. The system is good, but took a little while to get used to
- ▶ Interaction. Really started to develop discussion threads that triggered new ideas
- ▶ [liked] the ability to type in information and see others comments and questions in real time
- ▶ a good way to share information for groups and individuals that are at different sites
- ▶ web-based collaboration tool was very effective for getting a large amount of input into the session efficiently



Performance Management

39 participants (IL, MI, OH): 6 online focus groups, 1 x 2 hour face-to-face session, 9 days asynchronous time

▶ Outcomes

- ▶ Analysis of customer demand, service levels, self assessments

▶ Direct Cost/Time Savings

- ▶ Full group face-to-face meetings would require: 1.5 full days
- ▶ Virtual Interactive Meetings required: approximately 3 hours/participant
- ▶ Costs removed: 350 person hours + \$12K Travel Expenses



▶ Participant Feedback

- ▶ this tool was good to collect lots of information
- ▶ I like the ability to discuss these questions anonymously
- ▶ it was a great method to get others in the department to talk about issues I think are important
- ▶ I hope we really do something with this information this time
- ▶ I appreciated being able to talk about things I wanted to be discussed, but we never took any time to do it
- ▶ I felt more like responding once I was sure my name wasn't documented with my comments
- ▶ the department need[s] to ask customers some of these same questions



Project Prioritization / Categorization

20 participants (IL, WI, IN, MI, OH) 1 x 4 hour face-to-face meeting

▶ Outcomes

- ▶ Defined, Categorized and Prioritized a List of 100+ Projects

▶ Direct Cost/Time Savings

- ▶ **Traditional Face-to-Face meeting would require: 2 full days**
- ▶ **Technology Supported Meeting required: 4 hours**
- ▶ **Costs removed: 240 person hours + \$36K Meeting & Travel Expenses**



▶ Participant Feedback

- ▶ Facilitator allowed the group to discover that it needed more information and a different process to complete the objectives.
- ▶ Process change helped group meet its objectives and recover from a potential disaster. List of new projects was integrated easily into existing list
- ▶ The change in the process led to unexpected discoveries that were highly beneficial to the group.
- ▶ Defining each project and activity led to more intelligent conversation shared understanding and exchanges of valuable cross-project information that would not have occurred without a change in process.
- ▶ The group support technology helped the group to see immediately that the initial categorization approach was a problem.
- ▶ The group support technology was indispensable in defining, documenting and categorizing the projects and activities during the revised process.
- ▶ The technology provided participants with a group memory during the session and immediate documentation of the completed work at the end of the session.



Project Management Competency Model

30 Project managers, 15 process managers, 12 senior executives: 4 x 4 hour face-to-face focus groups

▶ Outcomes

- ▶ Project Management Competency Model and Best Practices Model

▶ Direct Cost/Time Savings

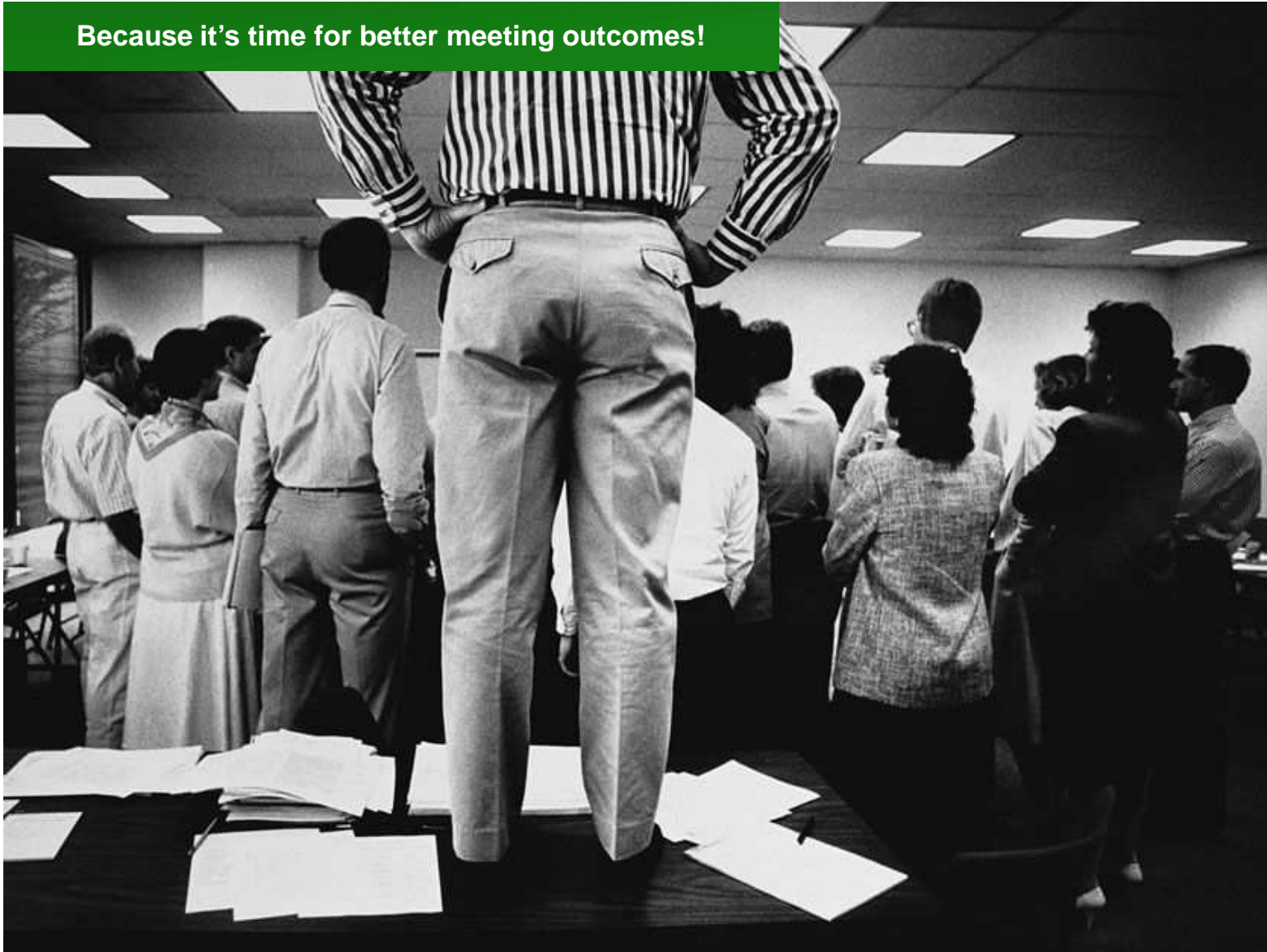
- ▶ Traditional Face-to-Face meeting would require: 4 full days
- ▶ Technology Supported Meetings required: 2 full days
- ▶ Costs removed: 228 person hours + \$69K Meeting Expenses



▶ Participant Feedback

- ▶ I am a senior executive and member of the board and I have been at xyz corporation for 17 years. I generally consider any meeting that lasts longer than three (3) hours unnecessary and a waste of time. These were the most productive four (4) hours I have ever spent here.
- ▶ The end result of the brainstorming activity and the creation of a list that was then shortened and consolidated for the voting worked very well. I'm comfortable that we identified the key areas.
- ▶ Output should provide a good, common basis of information that will focus the team's efforts to those matters that have the highest priority.
- ▶ Excellent method for gathering concerns.
- ▶ It's been a while since I was in a facilitated session and the process was manual and in some cases pretty noisy. This method captured the information in an orderly manner and got the group focused quickly.

Because it's time for better meeting outcomes!





Time for Questions/Comments

