



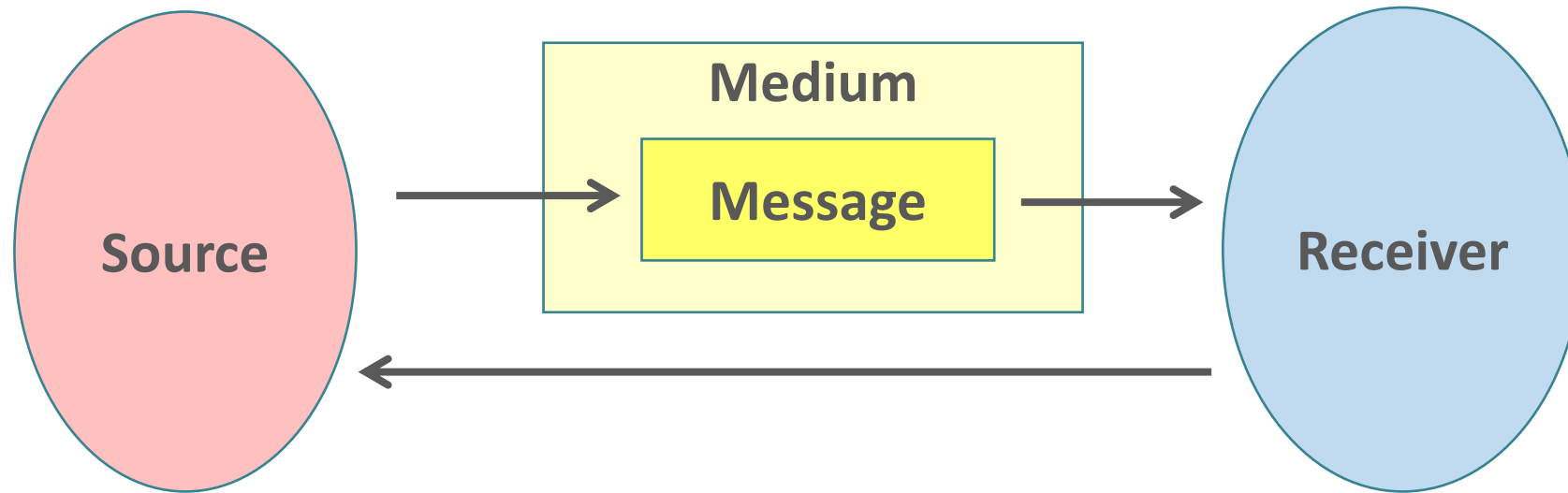
Virtual Collaboration & Online Dispute Resolution

Ben Ziegler, MERIT TA
June 2020

Goals for the session

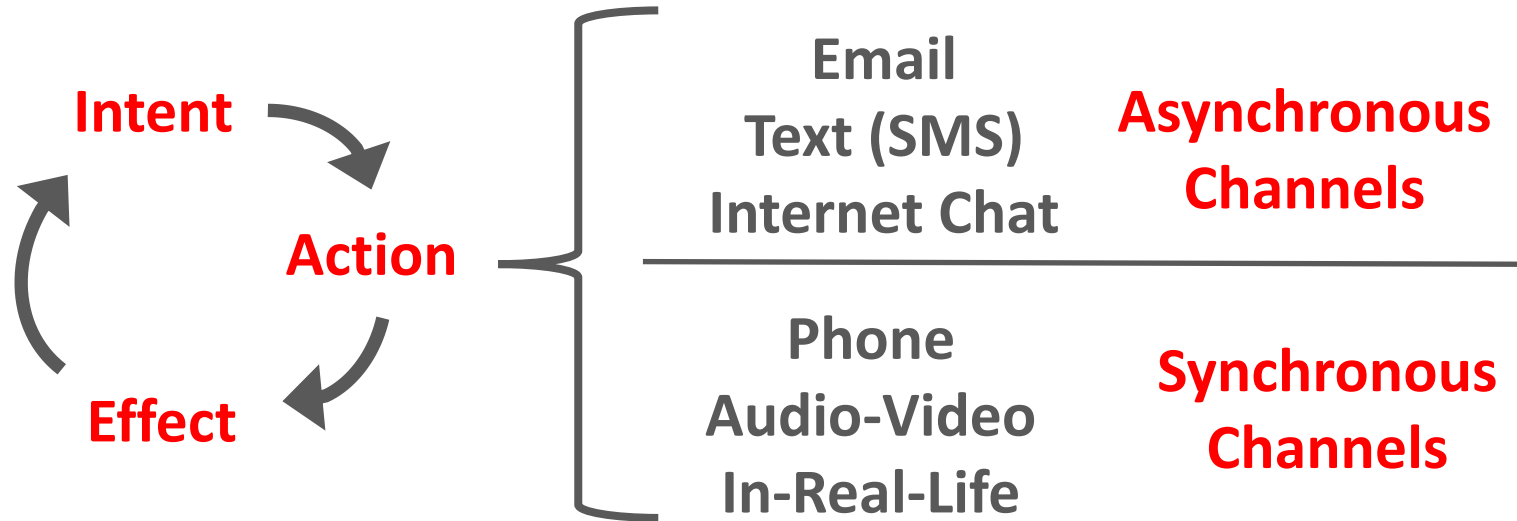
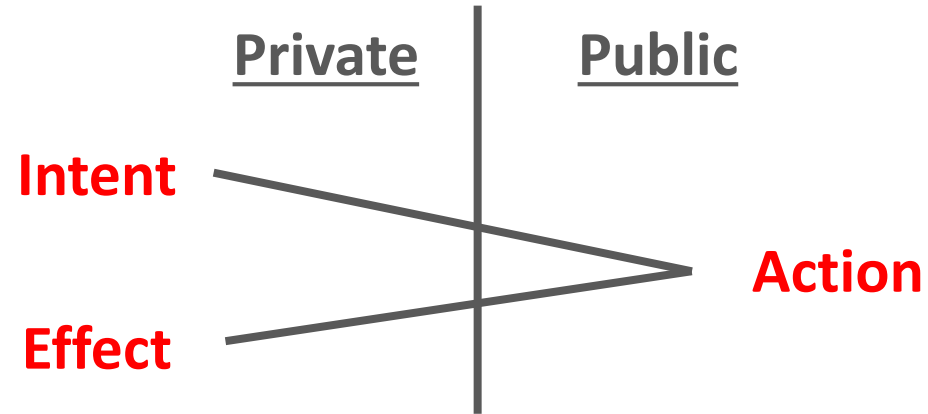
1. How to interact virtually in ways that enhance interpersonal communications and relationships
2. Essential tools for your virtual collaboration toolbox
3. Choosing the appropriate virtual conferencing platform
4. Strategies and tips for facilitating virtual boards, teams, and difficult conversations (e.g., dispute resolution)
5. Building your virtual collaboration capacity

Making common – In Real Life and Virtual



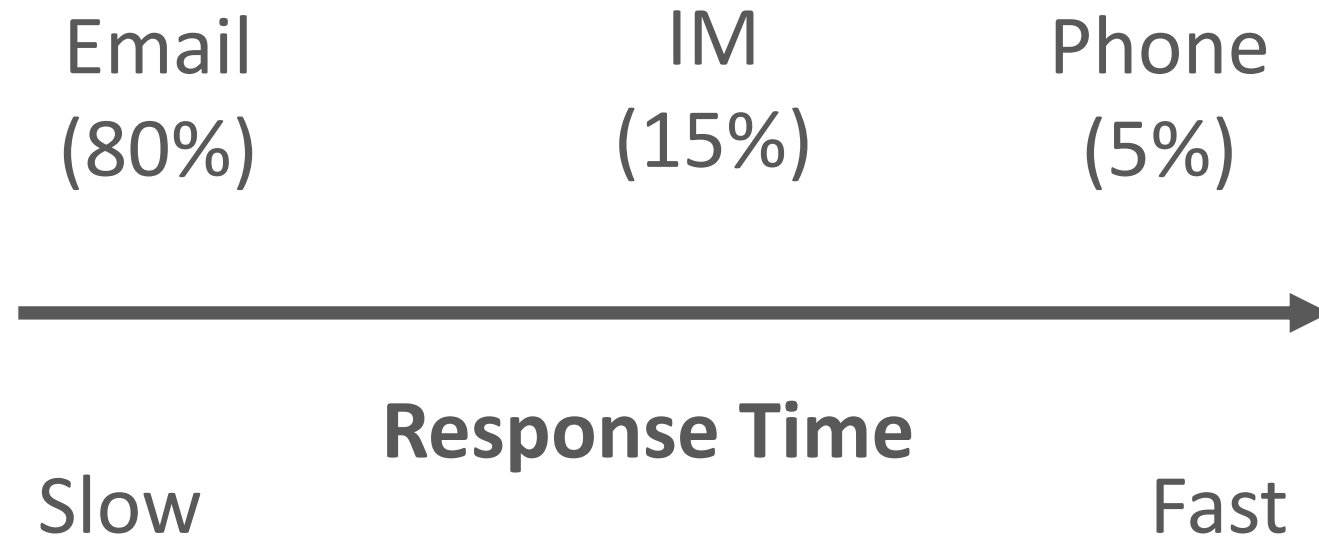
Intent —————> Action —————> Effect

Did we make common?



Progression of communication

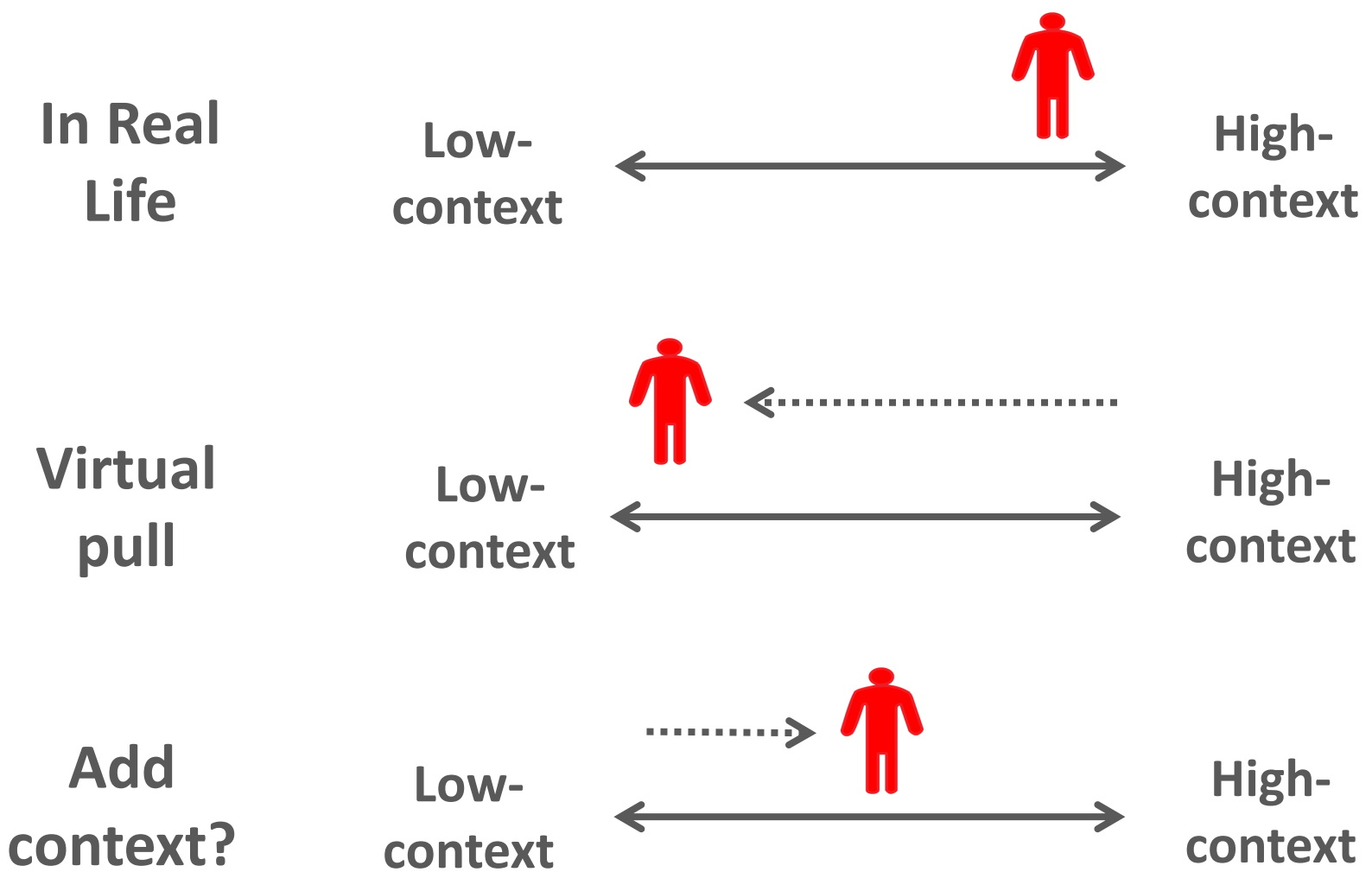
(Virtual Teamwork example)



Virtual Dilemma: High-context communications in a low-context virtual world

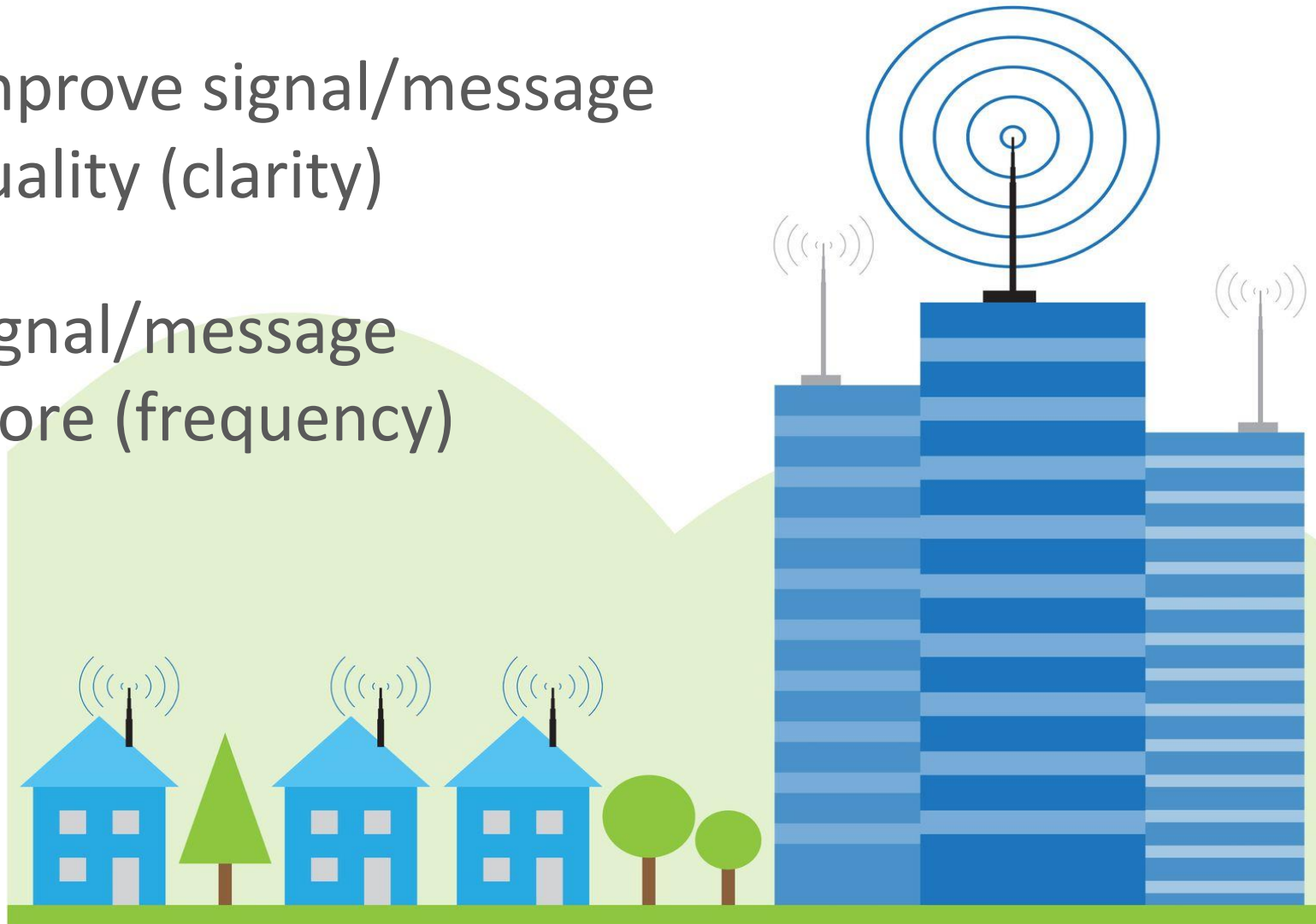


In high-context communication, we rely heavily on non-verbal cues



Create context of connection

1. Improve signal/message quality (clarity)
2. Signal/message more (frequency)



Add:

1. Emotive language

2. Visuals



How might you apply/implement virtual communication strategies in/to each of the communication channels?

Virtual communication strategies:

- Emotions
- Visualization
- Amplify message (make clearer)
- Message frequency (more, regular)



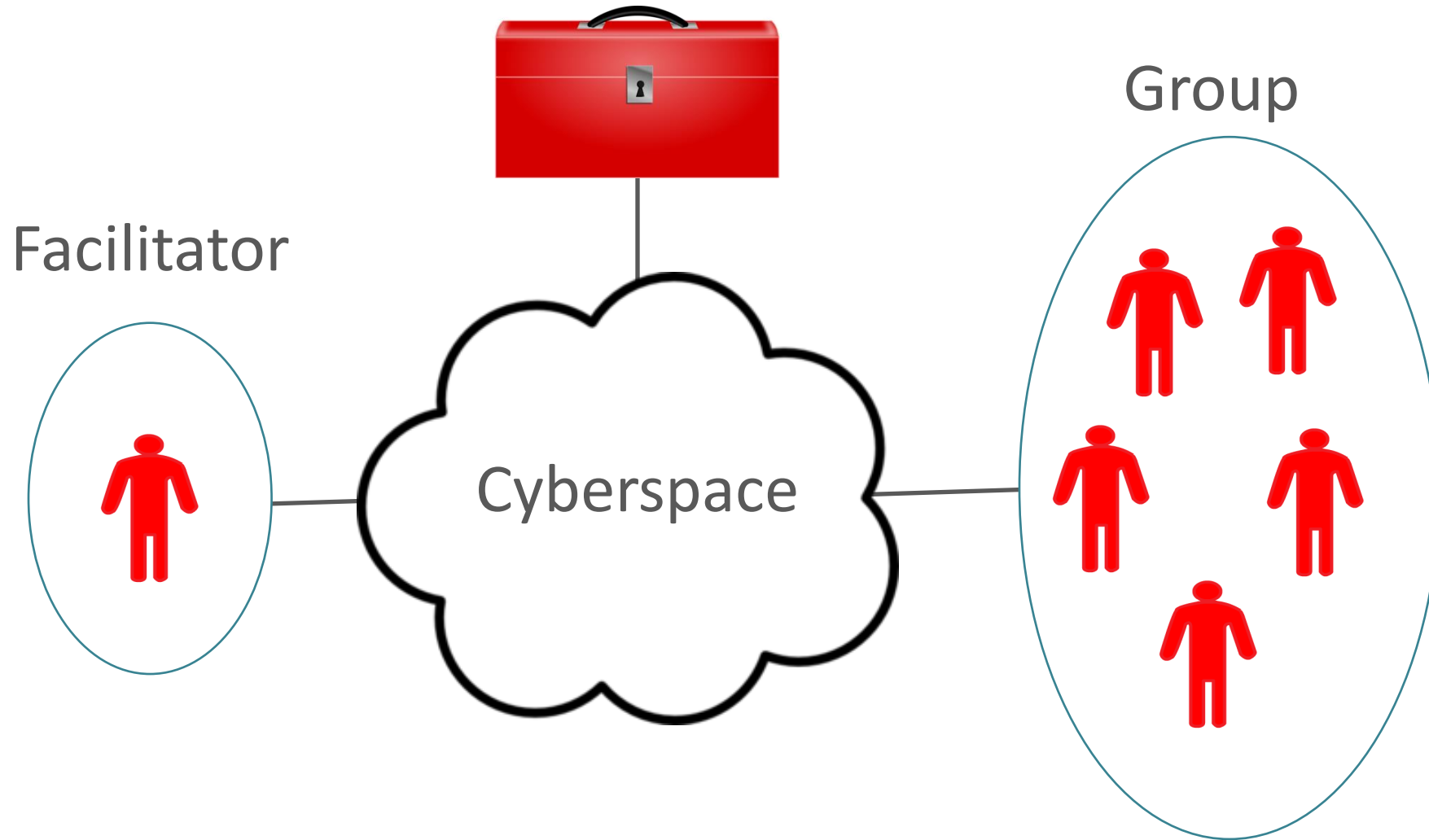
Communication channels/contexts:

- Website
- Emails
- Virtual meetings
- Social media channels
- Etc.

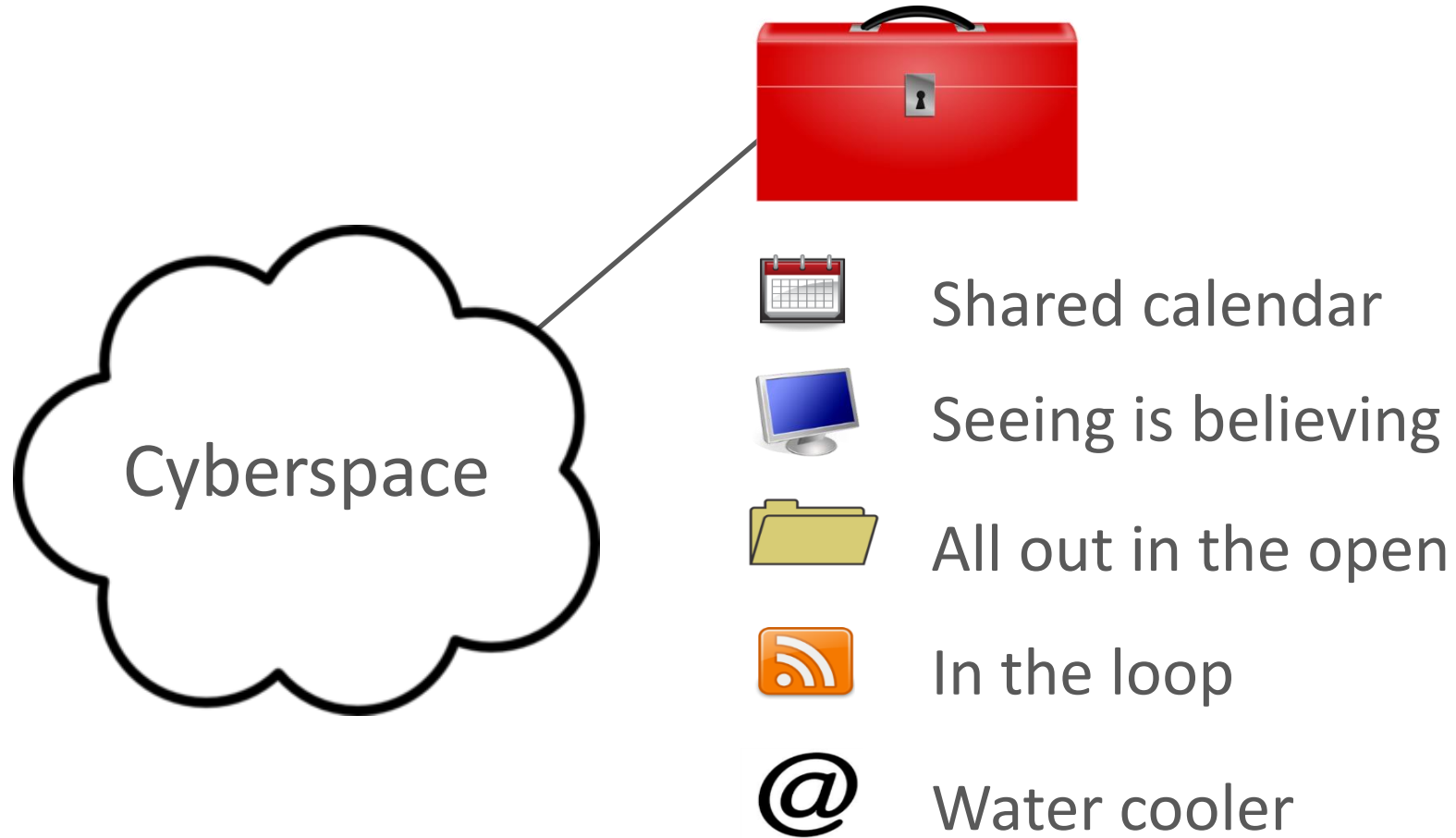
“The more virtual we get, the more ritual we need.”



Successful virtual teams engage in personal (non-business) communication on a regular basis.



Essential types of tools for group work



Virtual Toolbox (Lightweight)



Requirement		Common (Canada context) Tool(s)
Shared Calendar	Schedule	Google Calendar ...
Seeing is believing	Shared screen	Zoom, Skype...
All out in the open	File management	Dropbox, Google Drive ...
In the loop	Communications	Email, Teleconference, Slack...
Water cooler	Social (persistent)	WhatsApp, Facebook...

Activity

If you have to choose between holding a virtual meeting OR an in-person meeting, what are some scenarios / situations in which a virtual meeting may be preferable over meeting in-person? Make a list.

12 Scenarios in which a virtual meeting may be preferable over meeting in-person

1. Add a (remote) voice to the conversation and/or interview a remote candidate
2. Power imbalance; need to level the playing field
3. Time boxed
4. Generational preference
5. Prepare for in-person conversation
6. Follow up on in-person conversation
7. Safety
8. Cost
9. Convenience
10. Appropriate progress of communication
11. Eco-friendly
12. Relationship

Audio Equipment, Video Equipment, Phone



Virtual collaboration on a budget

- Look to those who already leverage low-cost virtual collaboration solutions
- Smart phone can be a communications hub, especially for remote participants with limited local technology infrastructure
- Collaborate on support; e.g., a Secretariat (single, central support office) can provide virtual services support to many different organizations

Video Conferencing or Audio-Only Conferencing?

Video-Conferencing	Audio-Only Conferencing
Is more engaging and makes for better conversations.	Is more reliable and easier for most people to use.
Works best with fewer people; e.g., small teams	Can handle hundreds of callers.
Requires high bandwidth.	Works in more places.

Less is more (in virtual meetings, unless experienced as a facilitator and/or proven structured process)

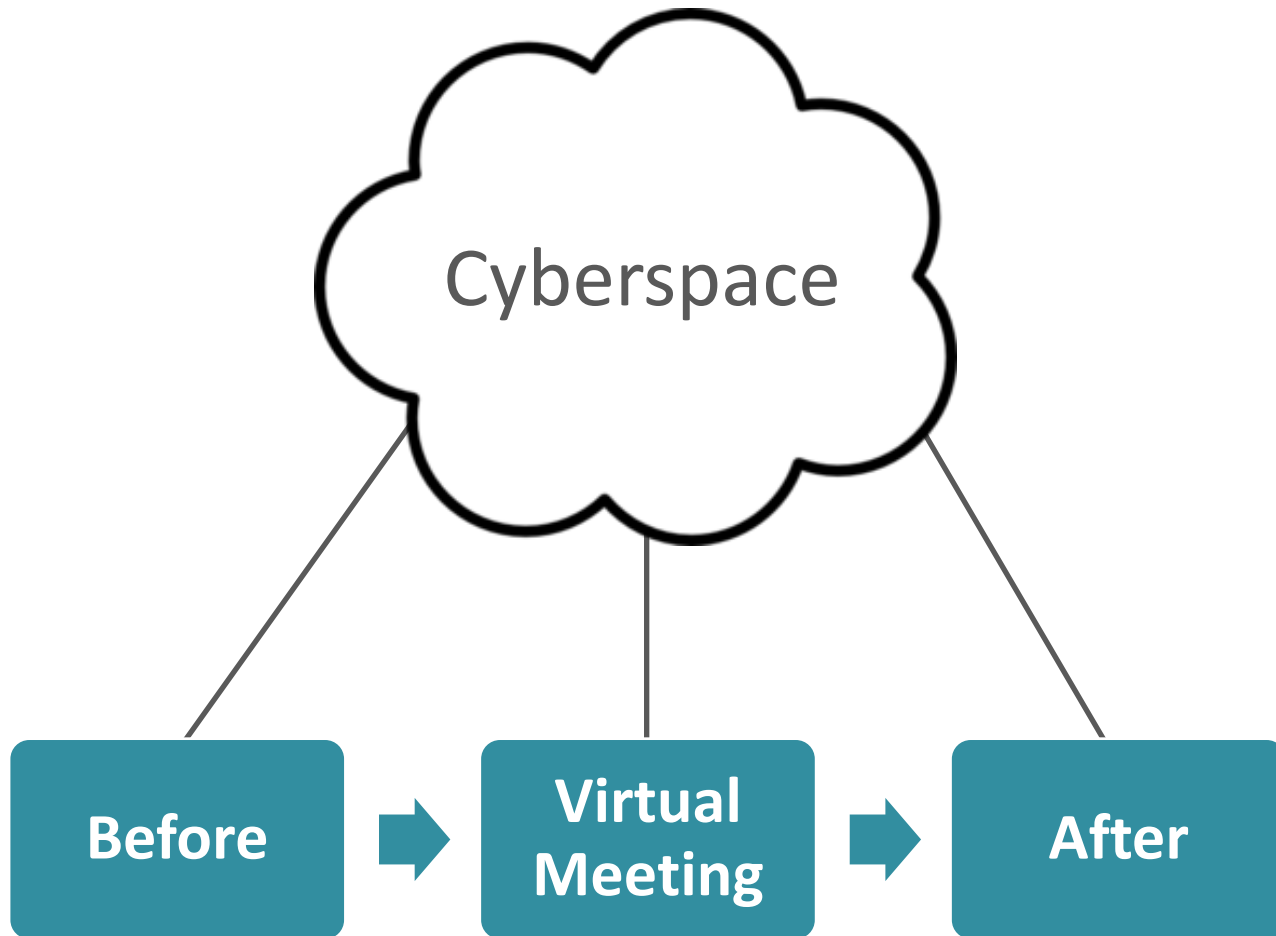


< people

< agenda

< clutter

Asynchronous or Synchronous?



Activity:

Goal – make virtual meetings as productive and engaging as possible.

What actions are best done:

- 1. Before the meeting?**
- 2. During the meeting?**
- 3. After the meeting?**

Technology – Have a backup plan

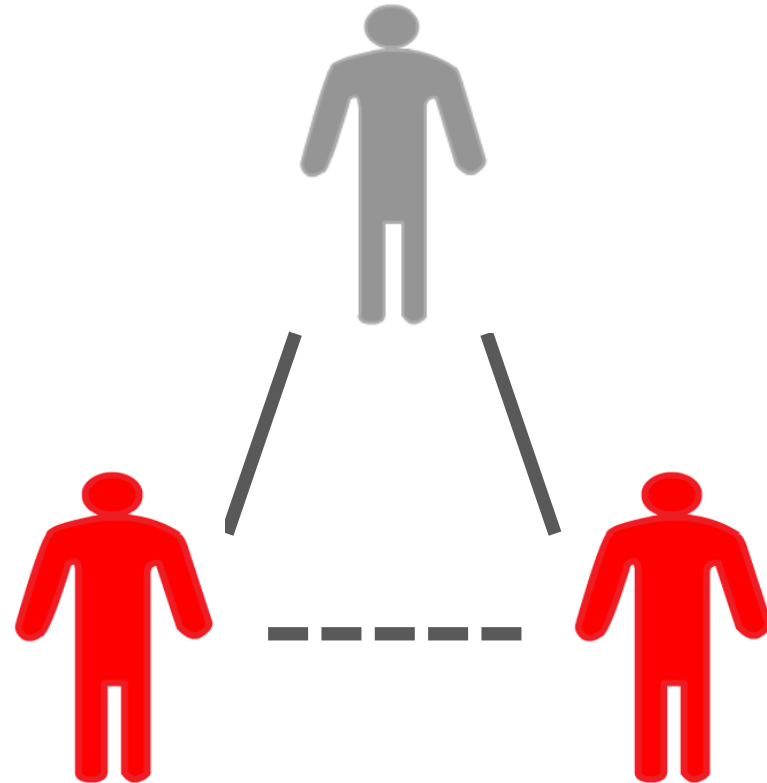
“Astronauts are taught
the best way to reduce
stress is to sweat the
small stuff.”
(Cmdr. Chris Hadfield)



What if... ?

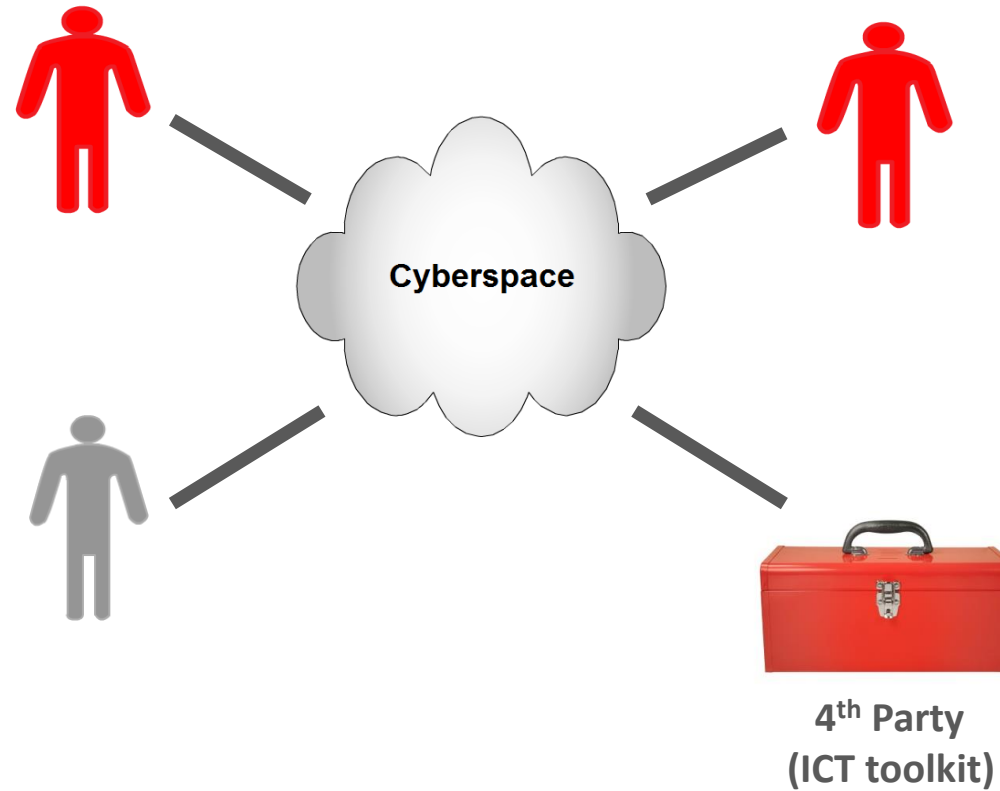


A 3rd party neutral (e.g., mediator) facilitates negotiation



Online Dispute Resolution

- brings in the 4th party (technology)



when location matters

3 ways to apply Zoom features for online dispute resolution



- Screen share - review and annotate documents
- Breakout rooms – mediator caucuses (meets separately) with one party
- Chat – participants make/share notes during the meeting



Mongolia:
Enhancing Resource
Management through
Institutional Transformation

Address: Floor 3, National Times News Tower Khudaldaanii gudamj, Khoroo 1
Chingeltei district, Ulaanbaatar-15160 Mongolia

Phone: 7610-5000