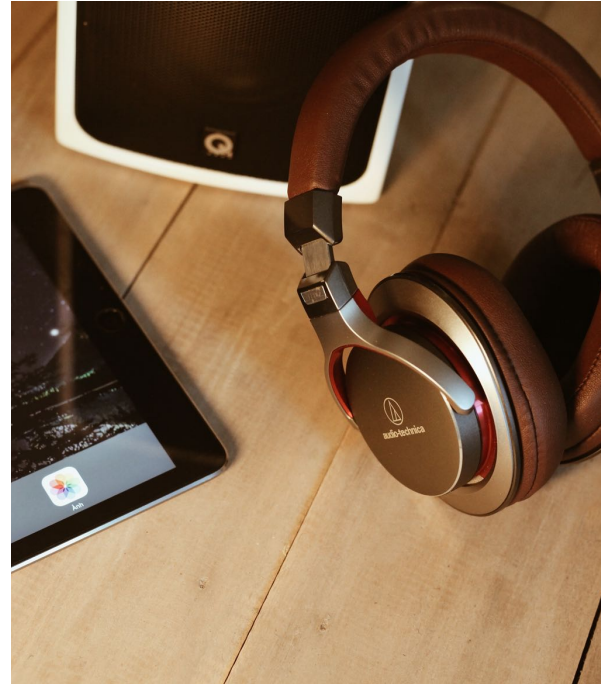


Our response to the pandemic

What IPK Can Offer You Now



Taking change processes, workshops, conferences and meetings virtual

The present pandemic situation is for us at IngeniousPeoplesKnowledge as much a challenge as it is for anyone else. Luckily, we have spent the past year working on how to take our core offerings into the virtual space. We'd like to contribute our experience to cope with the present situation and offer our support to clients in finding alternative ways of achieving similar outcomes.

Since 2006, I-P-K has been specialising on supporting organisations in designing and facilitating change processes, e.g. strategy & policy development, knowledge sharing & networking, innovation, team building & collaboration, culture change, coaching & mentoring, and many more.

At IPK we have a long-standing practice of using virtual means and platforms when designing and facilitating processes. While in the past we did so mostly in blended formats, i.e. in combination with face-to-face events, we are also able to provide advice, design and facilitation services in a virtual realm setting only.

The underlying principles of the design and preparation process remain the same, but the delivery of an actual workshop would change significantly. We may also envisage a combination of starting in the virtual realm, and if

circumstances allow, blending this initial work with face-to-face parts at a later stage, once travelling is possible again.

The key opportunities inherent in virtual collaboration include overcoming traditional patterns and hierarchies, accommodating new working habits and expectations, increasing health and safety, balancing workflows and means, saving costs and being climate responsive. At IPK we have the experience with working and collaborating virtually, and we can attest to the benefits. We believe there are many pro's to virtual engagement and encourage leveraging those.

We would like to emphasise not only our experience but also our flexibility and creativity in designing and hosting virtual and blended meetings, workshops, trainings and other sessions. Most of all, we want to assure you that we can be highly responsive, and design bespoke tailored projects to suit your specific needs. We are adaptive and can change plans and designs to suit the situation at hand, and feel positive that we can add value to your endeavours, which might have been impacted by the Corona Virus pandemic.

Please contact us on info@i-p-k.co.za to explore how we can support you in mitigating the impact of the current pandemic on your various events and other activities.

Our response to the pandemic



Turning Short-sighted Imperatives into Long-term Benefits

The current meme on the internet goes:

Scientists: You should wash your hands because of the Corona virus.

People: I'm gonna stop flying, hoard masks, work from home & totally rearrange my life.

Also scientists: The climate crisis will kill millions – we must use clean power and change how we get to work.

People: No way!

So since we're well underway of changing our behaviour to an extent that's been unprecedented in recent times, why not offset all the trouble with some benefit?

We see some real benefits which may occur as a consequence of current constraints.



Will we be able to adopt them long-term?

Our response to the pandemic

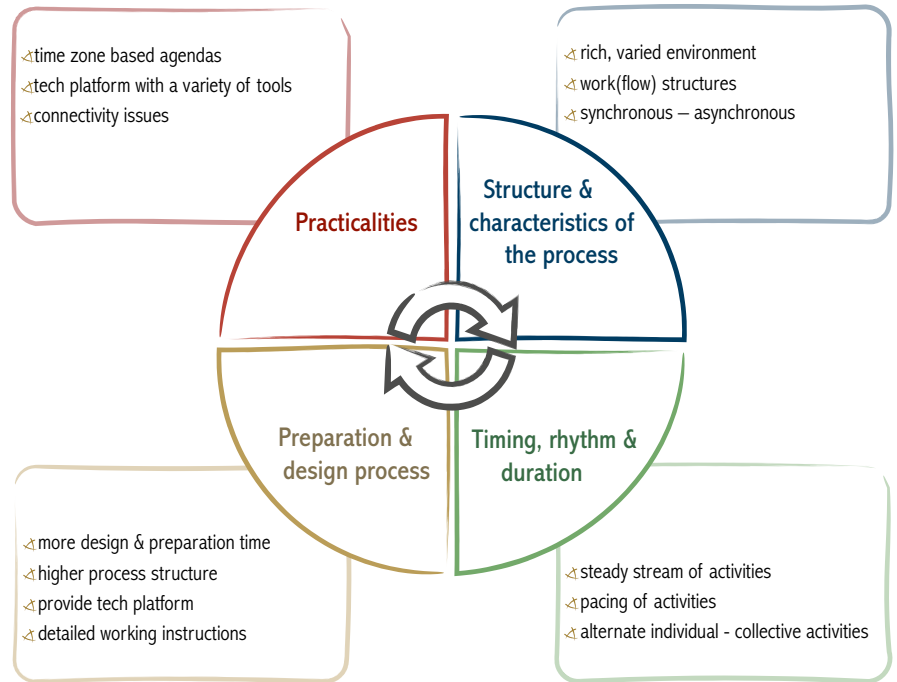


How Is Virtual Different from Gathering Face-to-face?

Over the past years, we have been on our own transition journey from facilitating entirely in the physical space to doing the same in the virtual space. The same: that's what our point of departure was, i.e. trying to somehow replicate our practices, methods and experiences in a different realm. We learned over time to be more deliberate and distinctive.

Here is what we learned and what you should know:

The underlying principles of our participatory and systemic approach remain the same, and so does the process design and preparation process. We continue working with important principles of "bringing the whole system into one room" (a virtual room), applying design patterns such as the Divergence-Emergence-Convergence structure and more.



Here is what changes, what to take into careful consideration:

Structure & characteristics of the process

- Create a rich, varied environment of different tools for persons to alternate, contribute in different ways
- Provide work(flow) structures for the entire process and individual sessions/ modules, including detailed choreographies (time plans), scripts and tasks
- Blend synchronous and asynchronous working modalities, tied together by a continuous red thread

Preparation & design process

- Higher structure of process (detailed design, sequencing, scripting of sessions)
- Provide (set-up & prepare) technological platforms (combining & interweaving different virtual tools)
- Produce detailed working instructions to persons
- Increased design and preparation time to reach the required level of planning and instruction

Timing, rhythm & duration

- Keep a steadier stream of activities with less intense peaks
- Different pace: rather multiple shorter engagements of shorter duration



- Alternate individual – pairwise – shared – collective sessions

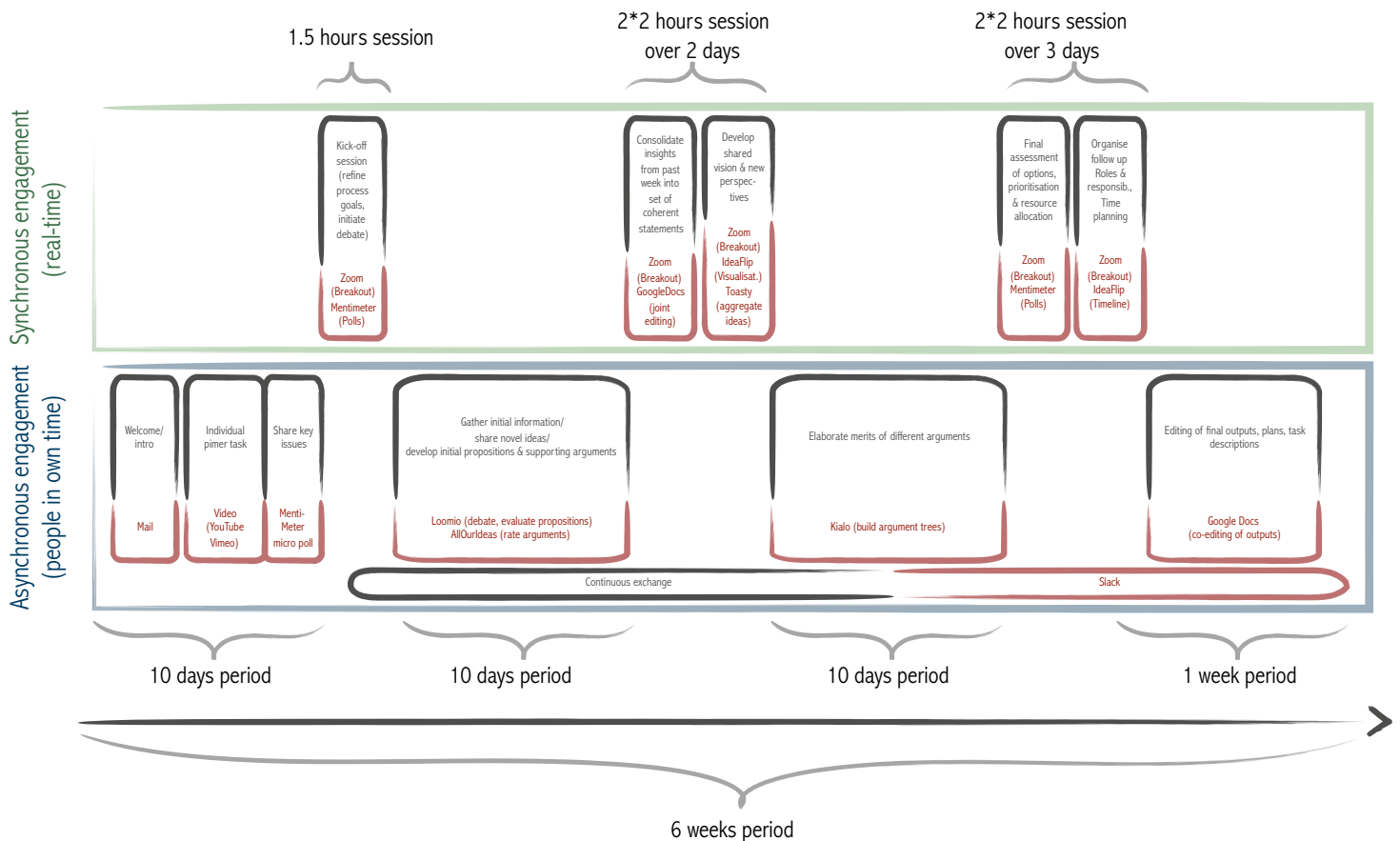
Practicalities

- Scheduling/ agenda must take time zones into account
- Maintain a technology platform with a variety of virtual tools supporting the rich environment for participants to engage – for both, real-time and asynchronous activities
- Deal with connectivity issues

We have found that there are many benefits to working virtually, and the pros are such that we can happily advise using virtual engagements instead of face-to-face methods, especially in these times.

Our response to the pandemic

How a Virtual Process Could Look Like



Mixing Activities and Tools

We ensure being results-oriented and we keep people engaged over time by constantly adapting and alternating:

- (I) Forms of collaboration
- (II) Rhythms & pace of work
- (III) Technologies used

These three are closely intertwined and need careful crafting.

Technologies we use fall into very different functional groups, i.e. they serve different purposes, and using the right technology at the right time is a key to efficiency and engagement.

They unfold their highest potential through combining and blending.

Functional Groups

- ✦ Bring people together in a real-time webinar (voice, video, screen sharing, breakout groups)
- ✦ Organise & structure workshop activities
- ✦ Visualise ideas & outputs (e.g. virtual Post-its & whiteboards)
- ✦ Run instant polls, prioritisation, etc.
- ✦ Generate & prioritise ideas real-time and over longer periods
- ✦ Co-edit documents
- ✦ Keep in continuous touch (through instant messaging)
- ✦ Develop collective arguments & reasoning
- ✦ Gather data through surveys

In the annex, you find our preferred online platforms and tools.

Our response to the pandemic



Virtual Myths We'd Like to Bust

Myth ...

busted ...

You cannot achieve the same results in the virtual realm

The process may look different, but if one pulls out all the stops, crafts a solid process, results can be on a comparable level.

Working in the virtual space will lead to less ownership and commitment

The important maxim "People support what they create" applies unchanged; it's important that people are being asked and involved, not how.

People won't attend and be focused – physical presence guarantees participation

Engaging and varied agendas/ activities using interactive tools will keep people present, whether face-to-face or online.

You cannot work in participatory ways with large groups in the virtual realm

The new technical possibilities and tools allow to facilitate inclusive collaboration and meetings/ workshops with groups large and small.

Much more time is needed in the virtual realm to achieve the same results

The time may be structured differently, i.e. more sessions of shorter duration over a longer period – with its own advantages!

Working across different time zones poses a challenge when working in the virtual realm

Alternating between several short synchronous & longer asynchronous activities allows for most to work in acceptable timeframes.

Online platforms we like

Golden marked items = go-to tools of I-P-K

synchronous = real-time events
 asynchronous = collaboration over time
 both = can be used alternatively
 hybrid = combination of sync/async elements

Platform/ tool	Function(s)	Single/ multiple function	sync/ async/ both/ hybrid
Webinars			
Skype-for-Business	Voice, video, screenshare, polls	multiple	sync
Zoom	Voice, video, breakout groups, screenshare, polls	multiple	sync
MaestroConference	Voice, video, breakout groups, screenshare, polls, co-editing, co-surfing	multiple	sync
Workshop activity support platforms			
stormz	Structured brainstorming of ideas, clustering & rating	single	sync
Toasty	Workshop activities (gamification): conversation cards, brainstorming of ideas & rating	multiple	sync
Post-it walls/ white boards			
IdeaFlip	Simple yet powerful post-it wall	single	both
StormBoard	Combined post-it wall/ white board (multi-media), templates, functions like rating	multiple	both
miro	Combined post-it wall/ white board (multi-media), templates, functions like rating	multiple	both
Real-time polls			
Mentimeter	Simple-to-use clean tool, broad variety of question types, Q&A function	single	both
PollEverywhere	broad variety of question types, Q&A function	single	sync
MeetingSift	broad variety of question types, Q&A function; workshop agenda creation & support, meeting documentation	multiple	sync
Generation & prioritising of ideas			
AllOurIdeas	Wiki-survey; simultaneous pairwise ranking of ideas & addition of new ones	single	both
CoDigital	Wiki-survey; simultaneous pairwise ranking of ideas & addition of new ones; improvement of existing ideas	single	async
Co-creation of documents			
Google Documents	Co-editing of documents	single	both
Quip	Co-editing of documents, with dozens of elements integrated directly into document (spreadsheets, polls, multimedia, Kanban, calendars, ...)	multiple	both
Instant messaging			
Slack	Ongoing conversation, sharing of documents, aggregation of different platforms	multiple	async
Collective argument development			
Loomio	hybrid of ideas, comments, propositions (with voting to support/oppose) and polls in threads	multiple	async
Kialo	Exploration of binary arguments (pro-con) through a deep pro-con tree, with assessment of each supporting argument	single	async
Surveys			
SurveyMonkey	Conventional surveys	single	async
typeform	Conventional surveys	single	async
Conference participation & management			
Glisser	Conference agendas, announcements, participant networking, real-time polls & Q+A, slide distribution, note taking, social media management	multiple	hybrid
eventScribe	Conference agendas, announcements, participant networking, real-time polls & Q+A, slide distribution, social media management, document management/ publications/ posters, note taking, gamification	multiple	hybrid

