



Serious Insights LLC

COLLABORATION IN A TIME OF QUARANTINE

AGENDA



WHERE WE ARE TODAY



DECISIONS
COMPANIES NEED TO
MAKE



TAKING CONTROL:
WHAT WORKERS
SHOULD BE ASKING



COLLABORATION
COACHING

WHERE WE WERE MARCH 2020

44M

Daily Users



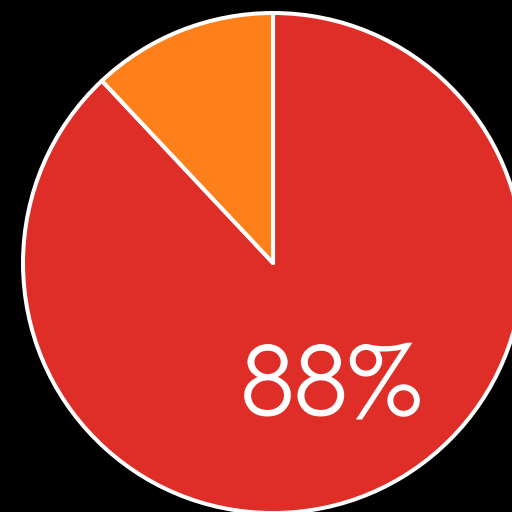
March 19, 2020

12.5M

Simultaneous Users



March 26, 2020

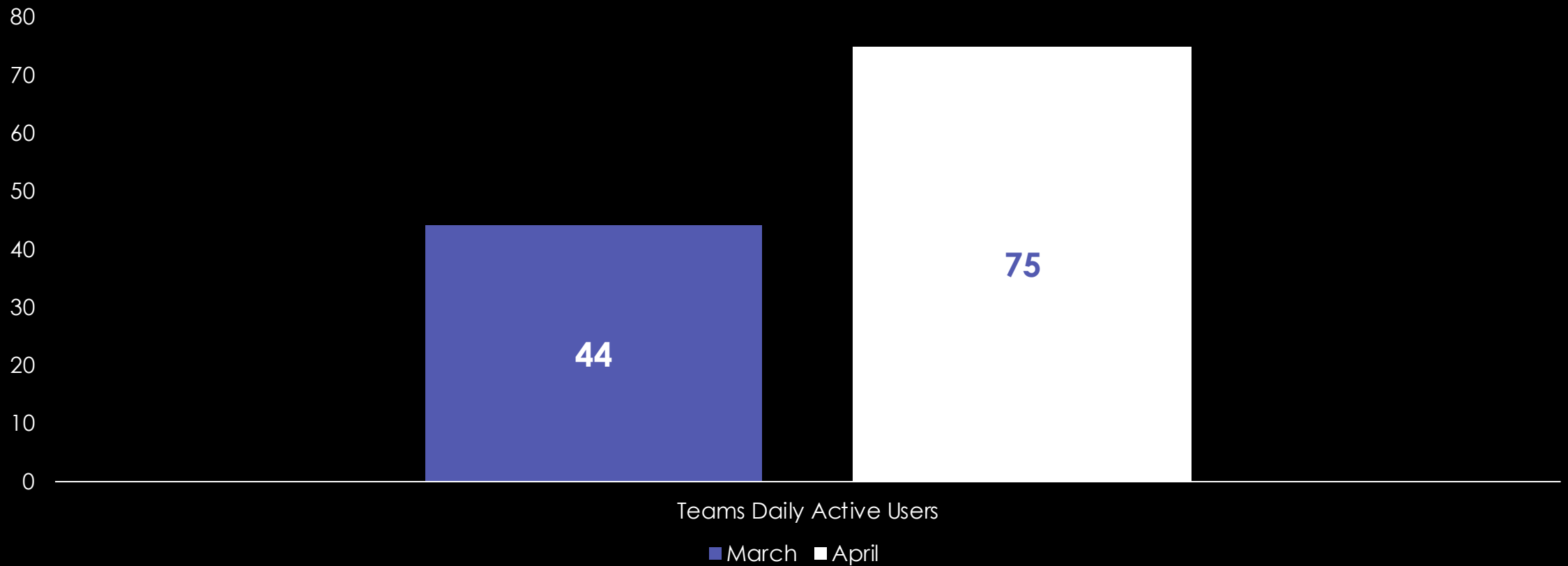


Organizations
encouraging or
requiring work from
home

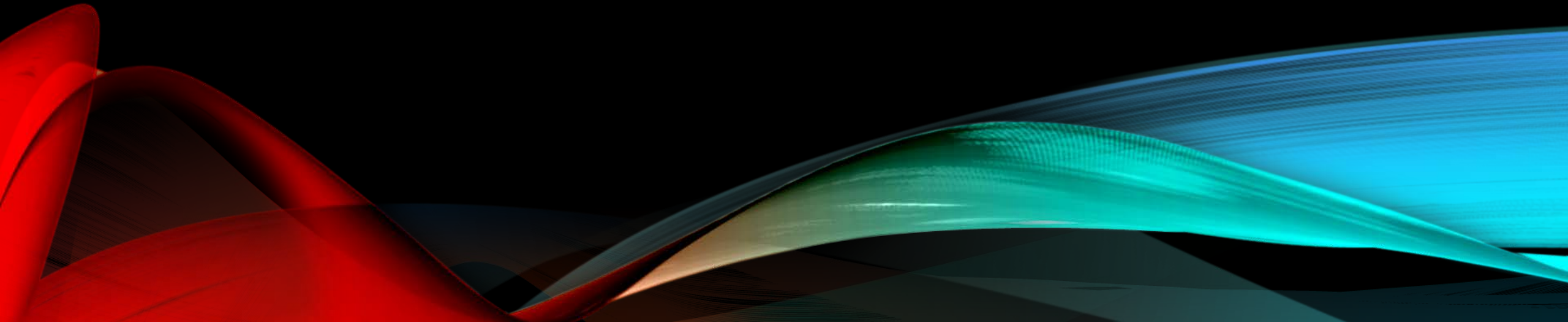




MICROSOFT TEAMS GROWTH



DECISIONS COMPANIES NEED TO MAKE



PREPARING YOUR TEAMS FOR REMOTE WORK



Tools

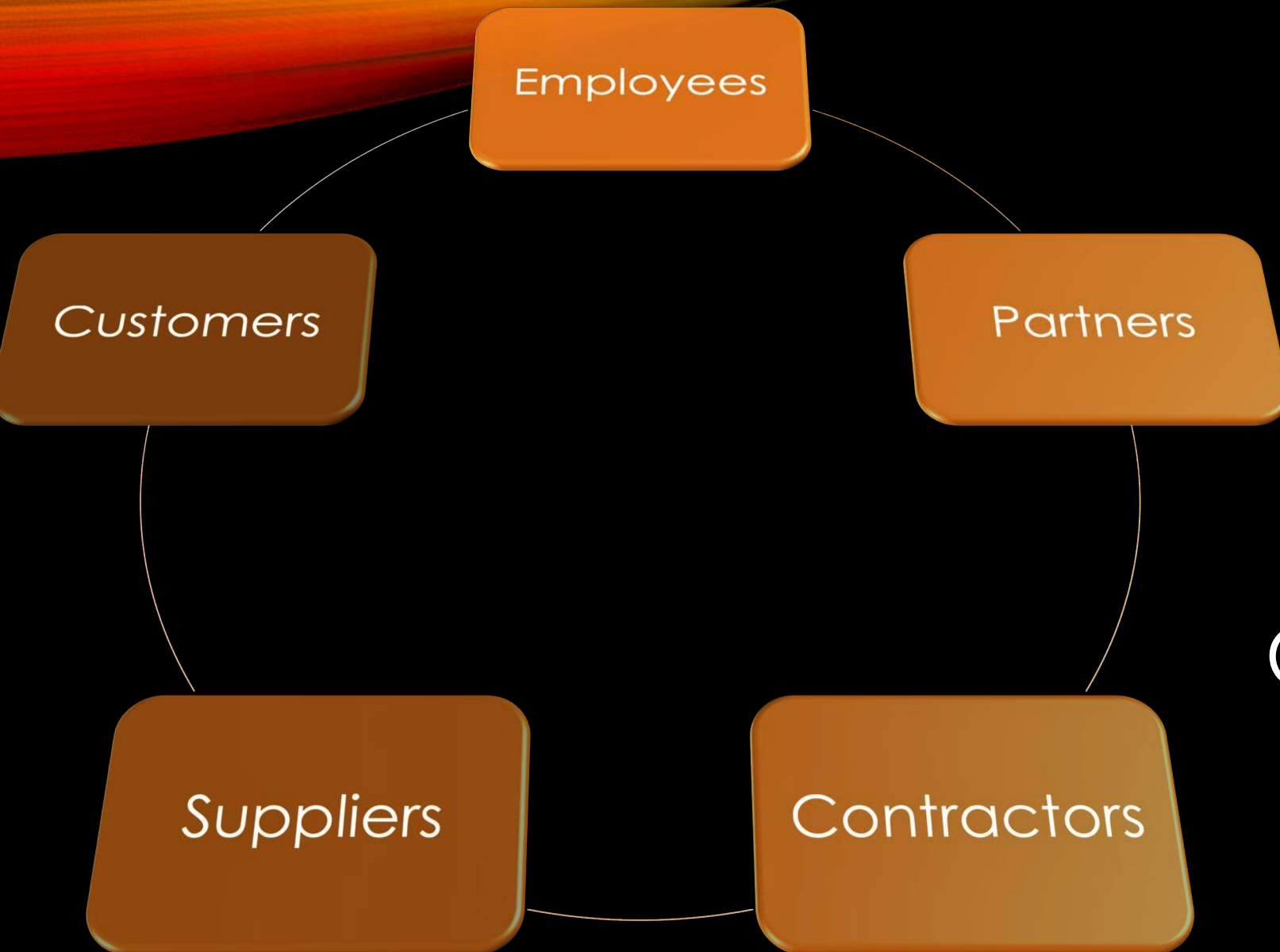
- Decide on tools to use.
- Simplify the number of tools where possible.
- Adopt automated scheduling techniques.

Practice

- Master your collaboration apps.
- Converge on virtual escalation and conflict resolution approaches.
- Reimagine key performance indicators.
- Advise on security needs for those working from home.

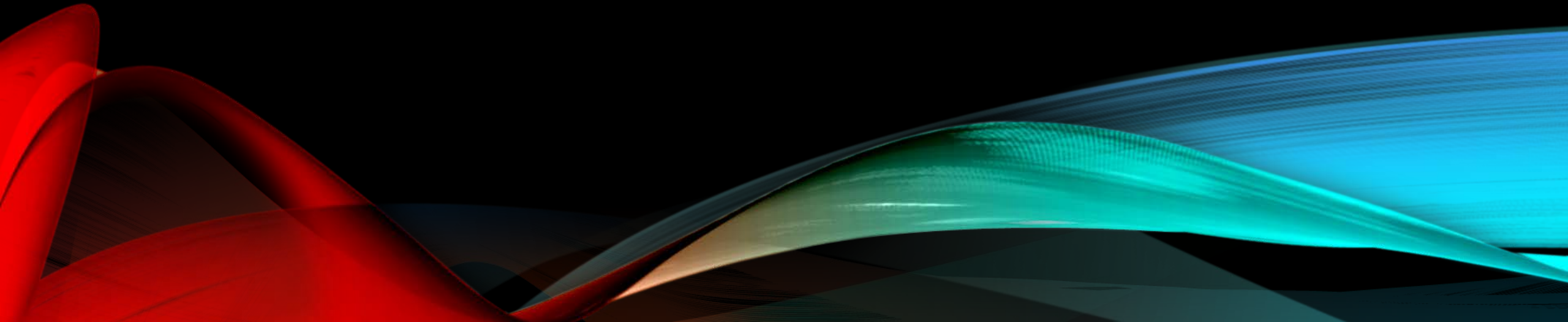
Process

- Select which tools support which processes.
- Reward good collaboration behavior.

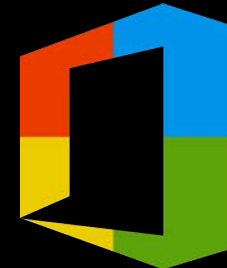
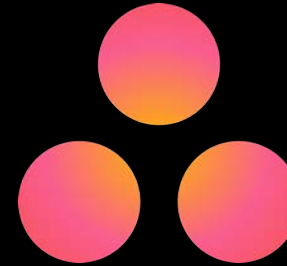


RECOGNIZE
YOUR
COLLABORATION
ECOSYSTEM

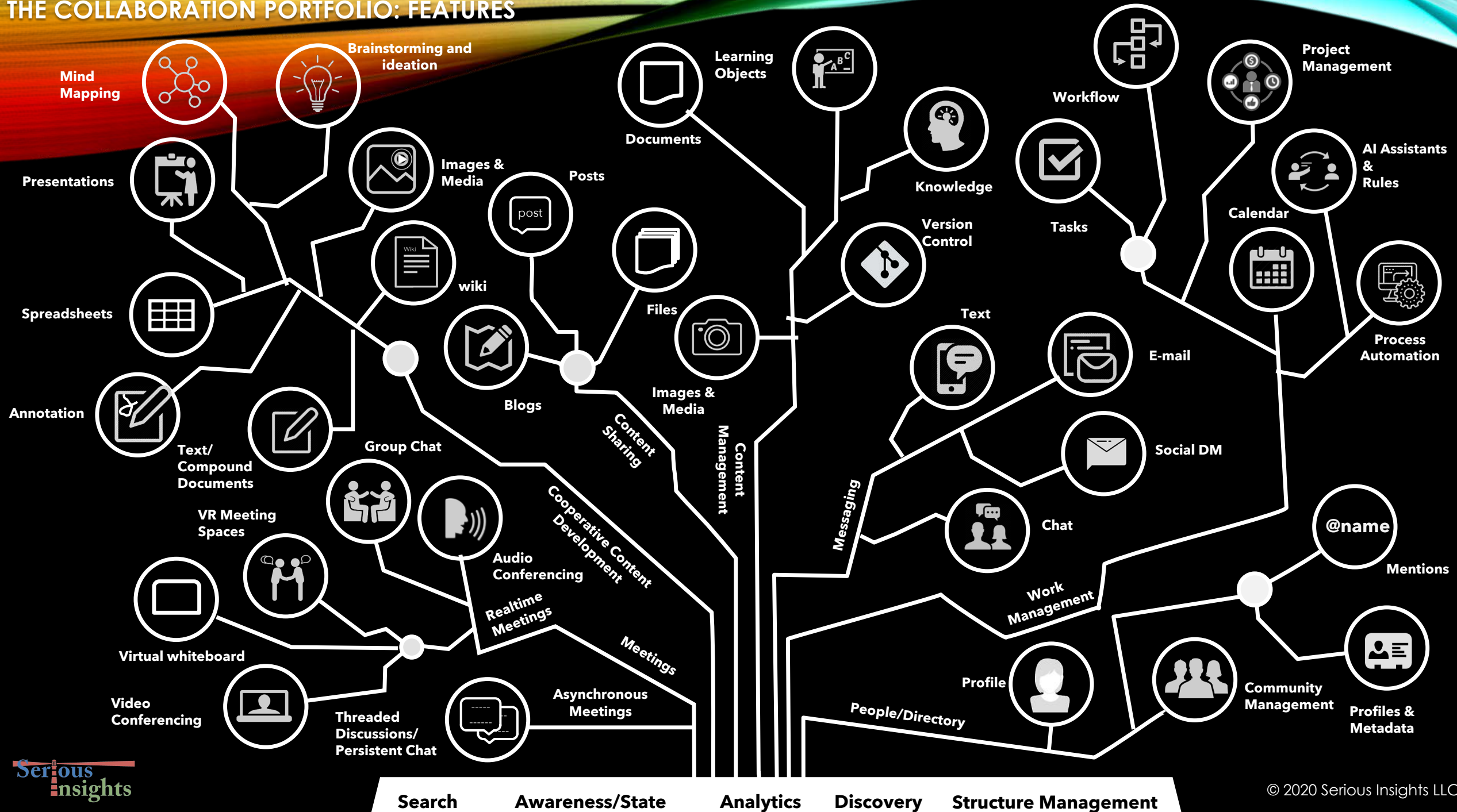
WHAT YOU NEED TO KNOW



THE COLLABORATION PORTFOLIO: SELECTING PRODUCTS



THE COLLABORATION PORTFOLIO: FEATURES



THE QUESTIONS YOU NEED ANSWERED



Tools

- Which tools for what?
- Where does my stuff go?
- What if I need help with a tool?



Context

- What am I working on?
- What are others working on?



Processes

- How do I communicate with my team?
- What is the best channel for private communications?
- Are there guidelines or policies for remote work?
- How should we reconcile disagreements?



Management

- How will my performance be measured?
- Is there a community of practice focused on remote work? How do I join?



TEN REASONS A CONFERENCE CALL IS BETTER THAN A VIDEO CONFERENCE



You don't have to spruce yourself up and be "camera" ready.



You can do other work (multi-task) and not feel guilty because other people are watching.



You can look out a window or at a nice piece of art, and not at a screen.



You don't have to sit at your computer to participate.



You can better concentrate on what is being said without worrying about how it's being said.



Reassert that meetings are about outcomes, not time spent in the meeting. Get to the point and get back to work.



You will probably spend a lot less time fidgeting with your configuration.



You can eat and drink without embarrassment.



You can't be "Zoom bombed" by a kid, a wife, or a pet if you are on the phone (though yelling off to the side remains a distraction for all).



You will still need to manage how you insert yourself into the conversations, but you can participate relieved that you won't look stupid while you do so.

COLLABORATION COACHING

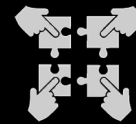


<https://www.seriousinsights.net/contact/>

<https://x.ai/calendar/danielwrasmus/virtual>



Tool selection



Information architecture



Practice facilitation and documentation



Virtual conflict resolution design



Incentive and KPI facilitation

FREE RESEARCH



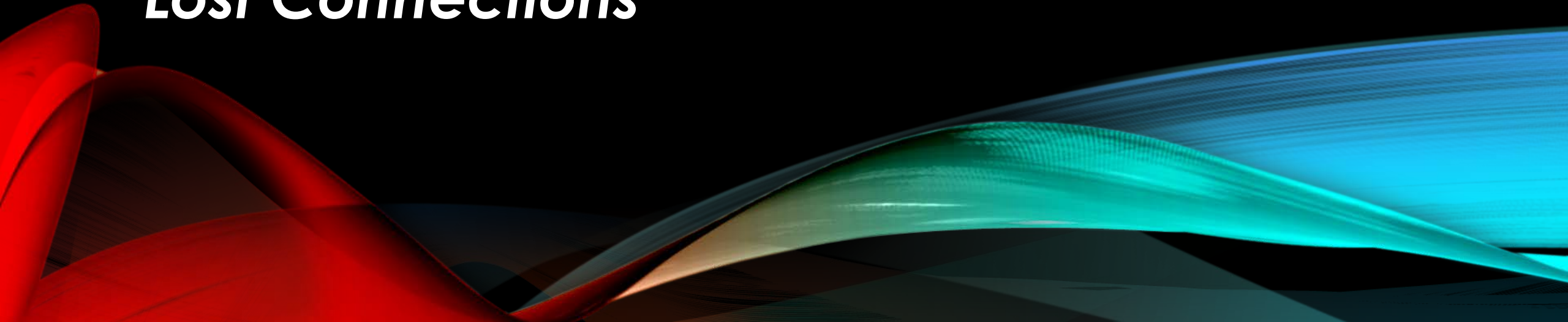
[HTTPS://WWW.SERIOUSINSIGHTS.NET/COVID-19-RESEARCH-AND-ADVISORIES/](https://www.seriousinsights.net/covid-19-research-and-advisories/)



[HTTPS://WWW.SERIOUSINSIGHTS.NET/RESEARCH/COLLABORATION/](https://www.seriousinsights.net/research/collaboration/)

NEXT UP

***Knowledge Management: Distribution and
Lost Connections***



תודה Merci 謝謝 Kiitos
ευχαριστώ Dank u Tack 谢谢
Gracias Takk Спасибо Asante
감사합니다 ありがとう Mulțumesc
Obrigado Danke Tak
dhanayawad Grazie شكراً:

THANK YOU

Serious
insights