

Utilizing Technology for More Effective Collaboration

MNN Conference

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Agenda

- The Importance of Collaboration Tools
- Defining Requirements for Tool Selection
- Gaining Buy-In
- Training
- Demonstrations
 - Google Hangouts, Fuze, Box.com, Google Drive, Intranet (Google Sites)
- Security Considerations



Imagine having an amazing team of world class athletes, one with a great arm, some fast runners, some with great hands, and some huge six-foot, 300 pound hulks... and then having them play soccer.



Importance of Collaboration Tools

– Productivity Gains

- Idea and Knowledge Sharing
- Decreases inefficient workflows
- Provides more time to be spent on value add tasks

– Types of Collaboration Tools

- Real-time
- Multi-site
- Project & Task



QUESTION

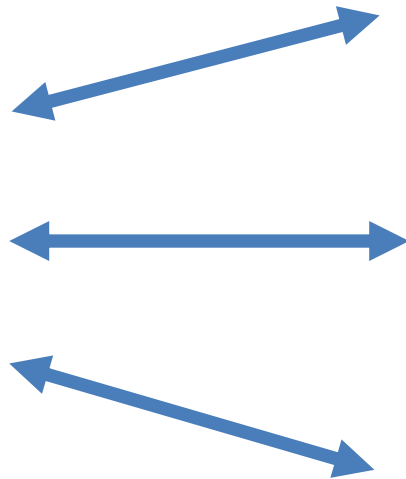
What are some of the collaboration challenges your organization faces?



Older non-Real Time, non-Project and Task Management Systems can be Inefficient



Email sent on Mon



Karen

Replies w/ Track Changes on Tue

David

Makes more changes to Karen's Not-Yet-Approved edits on Wed

Bob

Replies w/ suggestions on original Document on Fri



Benefits of Real-Time Collaboration Tools

- Everyone views the same version at the same time
- Co-editing doesn't stifle creativity by making people wait
- Files can Autosave instantly



Benefits of Multi-Site Collaboration Tools

- Effectively share files
- Retain version history
- Increase cross-team communication
- Provide face-face training
- Save on travel costs

Cisco
webex

skype


**join
me**

Google+

FUZEBOX

GoToMeeting

box

 **Dropbox**

**Insource
Services, Inc.**
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Benefits of Project and Task Management Collaboration Tools

- Provide consistent workflows
- Create templates to avoid process duplication
- Provide clear project/task status updates



Defining Scope

Before evaluating any tools...

- Define the goals and requirements
- Define budget
- Timing constraints
- Define staff resource availability



QUESTION

What are some challenges faced in your organizations regarding staff adoption of new tools?



“Trying to preserve past investments delays value creation”

- Harvard Business Review (Aug. 2013)



Gaining Buy-in

- Using collaboration gaps as impetus for change
- Understanding Organizational Politics
 - Grassroots vs Champions vs Senior Staff
- Involving key stakeholders early in process



Invest in Training

- The best tools are ineffective if the staff doesn't take full advantage of feature set they provide.
- Identify pilot/super users and empower them; They will provide grassroots training later on.
- Excite users with feature set, show immediate improvement in work processes



There is not one single tool that can
solve Collaboration needs



Demonstrations

Real-Time Collaboration



Multi-Site Collaboration



Security Considerations

With ease of sharing information comes vulnerability

- Establish guidelines for what can and can't be shared
- Select tools that will allow your organization to follow compliance needs
- Use Administration tools to limit and audit sharing



- Understand the work your team needs to be doing
Recognize you will have the most success with a football
- Make your team understand why a football makes sense
Establish Buy-In and get stakeholders involved early
- Coach your athletes on how to be great football players
Train your team on how to be most efficient



QUESTIONS

