Web-based Collaboration Tools
Teamwork via the Web

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Before we get started...

In the spirit of the conference theme, we are trying some new (for us) technology for this presentation.


Twitter: Include #webcollab to post

Tweets may be displayed on screen at the end of the session.
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Session Objectives

Objectives: Identify tools that will help teams work productively in a virtual environment:

- Project management
- Deliverables development (e.g., presentations and documents)
- Working and informational meetings
- Synchronous and asynchronous events
- Group learning
- Networking
  - Professional
  - Social
Introductions

- Worked in the human performance improvement industry since 1984; external consultant since 1989
- Authored more than thirty articles on a variety of HPT-related topics
- Presented multiple times at ISPI, CISPI (Chicago Chapter of ISPI), ASQ, and ASTD
- Served as a volunteer
  - ISPI Chicago Chapter Past-President
  - ISPI Awards Committee Chair
  - ISPI Nominations Committee Chair
- CPT since 2003, Lifetime ISPI Member since 2007

- Worked in the HPT industry since 1986; external consultant since 1993
- Authored/co-authored more than ten articles
- Presented multiple times at ISPI, CISPI (Chicago chapter ISPI), and the NorthWest Network
- Served as a volunteer
  - ISPI Awards Redesign Project
  - ISPI Nominations Committee (2 years)
  - ISPI Awards of Excellence Committee
  - CISPI VP of Publications and Programs Committee Member
- CPT since 2003
The Concept of Collaboration

Definition: Two or more people who work together to ...

- Plan
- Make decisions
- Solve problems
- Generate ideas
- Develop content or information
Organization Drivers

What is it that drives our organizations to distance collaboration, virtual teamwork, etc.?

- Reduce travel costs
- Reduce time off the job (for e.g., travel time)
- Multi-location companies
- Distributed expertise

This is the way we work now!

- Home office/ virtual office
- No conference room
- Ad hoc meetings
Web Collaboration Tools Evolution

Problems we had to solve in the beginning ...

- Working across companies and firewalls was challenging
  - Difficult to connect to the outside world
  - Difficult to load client applications or “plug-ins”
- There weren’t many tools out there
- Participants didn’t know how to use the tools
- Technical issues were common
Web Collaboration Tools Evolution

New problems ...

- Multi-tasking
- Random access (web conferencing)
- Participants can only see the display area (one screen or canvas at a time)
- Input limitations – functions only as quickly as your microprocessor
- Electronic communications are different than face-to-face communications
Orientation to Web Collaboration Tools Matrix

- Categories across the top
  - Calendar/Schedule
  - File Sharing & Storage
  - Online Meetings
  - Project Management

- Functions and tasks down the right-hand and left-hand sides
  - Meeting Coordination
  - Document Management
  - Project Management
  - Presentation (synchronous) Sharing

- General comments at the bottom
  - Costs
  - Limitations
  - Etc.
# Orientation to Web Collaboration Tools Matrix

<table>
<thead>
<tr>
<th>Categories (in the yellow bar)</th>
<th>Applications and Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Functions (in the grey bars)</strong></td>
<td><strong>URLs</strong></td>
</tr>
<tr>
<td><strong>Tasks (under Functions)</strong></td>
<td></td>
</tr>
</tbody>
</table>
Calendar/Scheduling Tools

- **Key tasks**
  - Import contact lists
  - Propose meeting date choices
  - Send automated results of meeting date voting
  - Select meeting date
  - Send out invitations
  - Confirm attendance
  - Send out automated reminders

- **Applications and providers**
  - Meeting Wizard
  - Google Calendar
  - TimeBridge
  - ... and more
File Sharing and Storage

- **Key tasks**
  - Post documents for shared review
  - Edit documents online (multiple users)
  - Version control
  - File/ folder management

- **Applications and providers**
  - Microsoft Sharepoint
  - Google Docs
  - The Filing Room
  - ... and more
Online Meetings

Key tasks

- Share presentation
- Share files
- Share desktop
- Share application (remote access)
- Co-edit in real time and remote control
- Share browser
- Participant chat
- Participant hand-raising
- Audio conference
- Video conference
- Record meeting
- Whiteboard/ annotation tools
- Polling
Online Meetings, continued

- Applications and providers
  - WebEx
  - WebPresentNow
  - Web Visuals
  - MS Live Meeting
  - Meet Me Now
  - Vyew
  - Go to Meeting
  - Dim Dim
  - Adobe Acrobat Connect Pro
  - ... and many more
Project Management

- Key tasks
  - Post calendars
  - Post and track action items/tasks
  - Track issues
  - Track time spent
  - Allocate resources

- Applications and providers
  - Basecamp
  - @Task
  - Teamspace
  - ProjExec Online
  - daptiv PPM
  - ... and more
Professional Networking

- Key tasks
  - Communicate with groups and individuals
  - Stay up-to-date on current issues and trends
  - Post files (including photos and videos)
  - Job/ project hunt

- Applications and providers
  - LinkedIn
  - ISPI Groups
  - Plaxo
  - PartnerUp
  - Ecademy
  - ... and more
Social Networking

Key tasks

- Communicate with groups and individuals
- Find long-lost friends
- Journal
- Post files (including photos and videos)

Applications and Providers

- Facebook
- MySpace
- Second Life
- Twitter
- ... and more
Instant Messaging

Key tasks
- Communicate *almost instantaneously* with groups and individuals
- Background conversations
- Send files/links

Applications
- Yahoo Messenger
- AoL Instant Message
- Same Time
- Trillium
- Windows Messenger
- OOV00
- Various cell phone/ hand-held device applications
- ... and more
Blogs, Bulletin Boards, and Wikis

Key tasks
- Communicate with groups and individuals
- Journal
- Post files

Applications and providers
- Word Press
- Traction Team Page (enterprise wiki)
- Blogger
- ... and more
How to Use the Matrix

1. Identify category – what kind of collaborative tool are you looking for?
   a. Calendar/Schedule
   b. File Sharing & Storage
   c. On-line Meetings
   d. Project Management

2. Identify “must-have” functions and tasks

3. Identify “nice-to-have” functions and tasks

4. Identify cost, user, and storage capacity requirements
Wrap-up

- Collaboration via the web is a way of life
- Consider needs, functionality, limitations, and constraints before choosing a tool
- Visit prhconsulting.com and/or use the link to the Google Docs spreadsheet and add your favorite tools and your comments

Thanks for your participation!
Q&A

Tell us about your collaboration experience and issues with ...

- Calendar and scheduling tools
- File sharing and storage tools
- On-line meeting tools
- Project management tools
- Social and professional networking tools
- Instant messaging tools
- Blogging, bulletin board, and wiki tools