CRTKL

FIELD GUIDE

NAVIGATING VIRTUAL
COLLABORATION

WE'RE FACING AN UNPRECEDENTED SHIFT IN THE WAY WE WORK AND LIVE.

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1 **WE'RE LEARNING AS WE GO**
Today is different than yesterday

2 **WE'RE DESIGNING FOR A NEW ERA**
New ways of working, sharing, collaborating

3 **THIS IS NOT BUSINESS AS USUAL**
Shift expectations for what's possible

HIGHER ENGAGEMENT → HIGHER PRODUCTIVITY

ENGAGING WITH OUR TEAMS AND CLIENTS IS **ESSENTIAL** DURING THIS TIME.

If we reframe this into a design challenge, then we can listen, learn and test our way into an improved virtual collaboration experience.

HOW MIGHT WE OPTIMIZE DESIGN, COLLABORATION, CREATIVITY AND INNOVATION WITHOUT BEING IN THE SAME ROOM TOGETHER?

IN PERSON MEETING RULES STILL APPLY.

1 BE PREPARED

2 HAVE A PURPOSE

3 SET AN AGENDA

4 START ON TIME / END ON TIME

5 LEAVE WITH AN ACTION PLAN

ADVANCE PREP

ACCESS TO EQUIPMENT

Check that all team members have the right equipment in advance (Computer, webcam, dedicated workspace).

VIDEO CONFERENCING

Use one specific platform for video conferencing for ease of use and consistency.

ADDITIONAL SOFTWARE

If you're using additional software (Mural, etc.) make sure your team has access to set it up in advance.

SELECTING TOOLS

Choose tools that are intuitive, easy to learn and adaptable to different types of virtual collaborations. No one wants to learn a new tool every day.

SENDING MATERIALS

If possible, send materials in advance. Are there worksheets or a whiteboard that could be used for drawing physically and sharing digitally?

ENCOURAGE ACTIVE PARTICIPATION.

Meetings in many contexts are challenging without the newly added barrier of the computer screen. Virtual meetings typically fail when engagement is low, people's attention wanders and participants become passive observers.

START STRONG

- The first two minutes of your meeting are essential for gaining team participation and establishing the purpose and bring everyone together.
- Boost the energy with an icebreaker or get personal with a question – start with some camaraderie.

KEEP THE CONTENT ENGAGING

- Use minimal slides to get your point across.
- Keep your content concise, informative and digestible.

ALLOCATE RESPONSIBILITIES

- Avoid passive observer syndrome by giving everyone roles and expectations for participation.

SET CLEAR RULES & SCHEDULES

- Set ground rules for interruptions – we understand that during this time you might need to tend to a child, feed a dog or take a break. It's the world we're living in.
- Set time for bio-breaks, rests, and movement breaks – keep it active.

TURN ON THE CAMERAS

- Face to face interactions reduce misunderstandings and are much more effective.

KEEP ATTENDEES AT A MINIMUM

- Participation rates are higher with smaller participants.

TIPS FOR THE FACILITATOR.

1 **ESTABLISH A CO-FACILITATOR**
In case you have technology issues, a distraction or interruption, someone should be your back-up to keep the session moving.

2 **GIVE YOUR AUDIENCE TIME TO REACT WHEN YOU'RE SPEAKING.**
Utilize short sentences and pauses or let the team know that you'll be speaking for X number of minutes followed by a break for feedback or questions.

3 **CREATE A STRUCTURE WITH VARIETY**
Break up team work by creating time for solo work and then have everyone report back. Time that everyone is together can be shorter bursts of 15 minutes.

TIPS FOR THE
FACILITATOR.

4 **DON'T ONLY RELY ON TECHNOLOGY**
Ask participants to use physical tools and share using the tech. Otherwise, participants might feel that it needs to be perfect.

5 **HAVE A CONTINGENCY PLAN**
Create a backup communication plan in case anyone has trouble connecting to video conferencing software.

VIRTUAL ICE-BREAKERS

Icebreakers need to be speedy, but they're essential for creating the right atmosphere, getting the team to think creatively and setting the tone for the rest of the session.

TECH TRY-OUT
Create icebreakers to make participants familiar with technology in a risk free setting. For instance, have team members create a post-it with their name and favorite emoji on the virtual whiteboard.

6-WORD MEMOIRS
Ask team members to write down and share a sentence that describes their life story in six words.

SHOW N' TELL
Ask team members to pick up something from their home office and share with the team why they chose the item.

DESCRIBE YOUR VIEW
Have everyone take a picture and then share it on their video screen with the rest of the team. Take a minute to describe what it is.

BREAKFAST / LUNCH / DINNER
What did everyone eat today? How was it?

REMOTE TOOLS

There are numerous design tools to help with collaborative ideation sessions, voting, communication and below are a few of our favorites.

MICROSOFT TEAMS
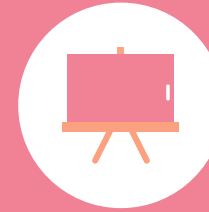Microsoft Teams offers video meetings, file storage, and workplace chat all in one. teams.microsoft.com

CISCO WEBEX
Webex is great for video conferencing, online meetings, screen sharing and webinars. webex.com
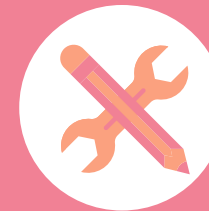
MURAL
Mural is a digital work board popular for design thinking, lean, and agile team work. Facilitate design sprints or run workshops using this tool. mural.co

DOODLE
Doodle calendar helps to align large groups of people when event scheduling. doodle.com

CANVA
Canva helps to design presentations, marketing content, social media posts and more. Good free content and easy to use for non-designers. canva.com

MENTIMETER
Mentimeter offers interactive, online voting. These polls can make remote meetings more dynamic. mentimeter.com

TO LEARN MORE ABOUT CALLISONRTKL AND THEIR COLLABORATION WITH CLIENTS AROUND THE GLOBE, VISIT CALLISONRTKL.COM.

CallisonRTKL is a global architecture, planning and design practice. Over the last 70 years, we endeavor to improve health and wellbeing in all the places we live, work, shop, play, stay, heal and age. Our team of nearly 1,500 professionals around the world is committed to advancing our clients' businesses and enhancing quality of life.

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