Virtual Connection & Collaboration

Reframing action for sustainability

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wearestarling.org
Introduction
Get yourself ready...

- Ensure you have paper and pen/pencil ready
- Introduce yourself in the chat box on Zoom
- Change your name on Zoom - you could say where you are from, how you are feeling, a nickname or anything!
- Practice using ‘Zoom language’
  a. Raised hand: Questions OR during presentations SLOW DOWN
  b. Jazz hands up
  c. Jazz hands down
  d. Wrap it up
Acknowledgement of country

An ‘Acknowledgement of Country’ is an opportunity to acknowledge, and pay respect, to the Traditional Owners and ongoing custodians of the land - the Aboriginal and Torres Strait Islander people. An Acknowledgement of Country highlights the unique position of Aboriginal and Torres Strait Islander people in Australian culture and history.

We acknowledge the Traditional Owners of the country on which we meet today - the Gadigal people of the Eora nation - and recognise their continuing connection to land, waters and culture.

We pay our respects to their Elders past, present and emerging.
Our collaborative team | Who we are

Kaz | Starling | kaz@wearestarling.org

Fi | Fiona McPhee Ltd | fi@fionamcphee.com

Gavin | More Insight | gavin@morestrategic.com.au

Kyla | DSIL & Philanthropy Fundraising North America | kyla@dsilglobal.com
Our chaotic context...
There is no road map for this...

This is the time to call upon our higher self. We will either be victims or agents of change.

- Bill Toliver
Courage & commitment to do whatever it takes to achieve the mission.

Click here to explore what this means with Bill Toliver.
Our Journey

What we’ll cover
1. **Mindset & Culture | Collaboration, Innovation & Connection**
2. **Insight | Understanding your supporters & your staff**
3. **Fundraising | Reframing action for sustainability**
4. **Leadership | Leading with vision, courage & vulnerability**

At the heart is always...

**Empathy**
“When in history has humanity had such a shared sense of purpose? And when have we been so aware of our fundamental interconnectedness at every level? This is a moment not to be wasted by any of us.”

— Paul Atkins
For our sector that means...
“Just trying to survive will not see us through this crisis. Plan for the worst, hope for the best but most importantly give time to planning for what you can be on the other side”

- Fiona McPhee
Gratitude and recognition for teachers & collaborators...
“Together or not at all” - Katy Grennier, DSIL
Simple | Distributed participation | Playful | Collaborative
Tools & facilitation techniques | Strategic organising structures
Embraces complexity | Embraces uncertainty | Systems based
Group Exercises
Collaborative facilitation
People & Culture

What we can RIGHT NOW to create a culture of connection, collaboration and innovation using collaborative facilitation.

1. Generating Ideas | 1-2-4-All
2. Exploring & Understanding | Mad Tea (chat waterfall)
3. Reflecting | Spiral Journal
4. Structures & Process | Facilitation & Design
What this will be...

Experiential | Playful | Messy
Fun | Reflective | Strategic
People-centric | Driven by empathy
Why collaborative design & process?
All storm.
No brain.
#1
Learning, tools & processes become embedded into your DNA

The Learning Pyramid
National Training Laboratories, Bethel, Maine
#2
You build a team culture of

*innovation, reflection & radical responsibility*
#3
It’s in the science...

- Behavioural psychology
- Influence
- Contribution
- Empathy
- Confidence
- Generation
A note about **freedom & responsibility** during this session

- Take advantage of opportunities to **contribute** AND continuously **make space for others** to do the same
- Play close attention to the role that structure plays in shaping interactions
- Prepare for a high dynamic rate of random variability
- Leaning OUT and Leaning IN.

- Engage with seriously **playful curiosity** & try to **notice** the intimate, imperfect, and intricate details of your experience
- **Give** more than you take
- Change, alter, and localize content or prompts so that they **make sense to you**
- **Practice self-care**, moving in and out as it makes sense for you (muting & turning off video is your friend!)
Generate Ideas | 1-2-4-All

Engage everyone simultaneously in generating ideas, questions, or suggestions

Attribution: Liberating Structure developed by Henri Lipmanowicz and Keith McCandless.
Instructions & Steps

1. Alone, generate a response to the invitation (1 min)
2. You’ll be put in pairs using ‘Breakout rooms’ in zoom. Share what you came up with and mutually shape the ideas. (2 mins)
3. Your pair will then be paired up with another pair (again using Breakout rooms feature). In these quartets, try to synthesize a contribution.
4. Drop this into our group Google Slide. (4 mins)
What is your idea?

1 minute alone
(Generation)

2 minutes in a pair
(Deeply listen)

4 minutes in a foursome
(Synthesise)

5 minutes in the whole group
(Sharing & Courage)

1-2-4-All
Engage everyone simultaneously in generating questions/ideas/suggestions

2 minutes in a pair
(Deeply listen)

5 minutes in the whole group
(Sharing & Courage)
Alone, consider the prompt:

What is a critical habit or mindset I need to change to make this transition successful?
Timer:
1 minute
In pairs, share what came up as you reflected alone.
Co-Facilitator to create breakout rooms whilst Facilitator leads instructions.

**Breakout rooms:**
Groups of 2
Your participants will see this...

And then this...
Timer:
2-3 minutes
Quartets, have a short discussion:

What came up? Discuss the words, phrases, ideas, or questions that you’re still holding.
Breakout rooms:
Groups of 4

Co-Facilitator to create breakout rooms whilst Facilitator leads instructions.
Timer:
4-5 minutes
1-2-4-All
Engage everyone simultaneously in generating questions/ideas/suggestions

What is your idea?

1 minute alone (Generation)

5 minutes in the whole group (Sharing & Courage)

4 minutes in a foursome (Synthesise)

2 minutes in a pair (Deeply listen)

Engage everyone simultaneously in generating questions/ideas/suggestions
You may need to encourage sharing, but remember...

Be comfortable with silence and someone will nearly always step in!
Explore | Mad Tea
(virtual name = Chat waterfall)

Mad Tea quickly provokes a deep set of reflections and strategic insights among group members. The questions focus attention and produce fresh understanding of strategic options and next steps.

Attribution: Liberating Structure developed by Henri Lipmanowicz and Keith McCandless. Strategy Questions inspired by Chris McGoff (The Primes)
Before you start...

Allow people to ‘change their name’ to allow people to share anonymously in certain circumstances this may be needed. For example to provoke honest feedback among different ‘levels’ of staff with executive teams on the call.
Chat Waterfall | Instructions

1. Facilitator to give the prompt

2. Participants to think about their response and type in the CHAT BOX but...

3. DO NOT press ENTER until the facilitator says ENTER

4. Facilitator says ENTER and we create a chat waterfall!
Chat Waterfall | Tips

- Play close attention to the role that structure plays in shaping interactions.
- Ensure that you ask participants to WAIT TO PRESS ENTER…. But why?
- By thinking alone, you encourage unique contribution from participants.
- You eliminate influence and ‘group talk’.
Chat Waterfall | Prompts

A word or phrase coming up for me is...

An idea that stood out to me the most was...

The critical habit or mindset I want to focus on is...

The critical habit or mindset I want my team to focus on is...

** Take a few minutes to read through the responses in chat then continue **

A pattern I could see emerging is...

A question coming up for me is...
Chat Waterfall | Tips

Play around with the timing given for each question. Pace makes a big difference to responses & energy.
Reflection, support & inspiration

- What I’ve been enjoying...
- What I’m reading...
- What feels important to re-read right now...
- What I’m learning more about...
- What I encourage others to try...
- I recommend watching...
- I recommend doing...
- What I’m most focused on right now...

Developing a new team working environment

- Working from home has made me feel...
- I can see we are dysfunctional in our new spaces when we...
- I contribute to this dysfunction by....
- Working well online or remotely makes me....
- ... will prevent me from working well remotely.
- ... will prevent our team from working well.
- A team or person I know is overcoming these challenges by....
- A practice or behavior we could implement or use is....
Chat Waterfall | Example

Sensing into how your team is doing...

- COVID-19 is...
- It is hard because...
- I am most worried about...
- **Since going remote I feel...**
  - A question I want answered is...
  - I feel connected to...
  - I have felt supported by...
  - The opportunity this has presented is...

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**Safe** | Safe and secure | Working well | **Sunny but lonely** | Refreshing | Pretty great | normal | like I might get cabin fever if it goes on too long | **Boring** | Missing people | Well setup infrastructure-wise, weird socially | like a milk crate | a brick wall to be smashed | **Great**, I am surrounded by purple | **Crowded**: 3 working peeps in one room on conf call | connected | disconnected | **Depressed and isolated** | braindead | **intense leg atrophy** | caged | May start to lose my mind | **Lonely** | crazy | not ready | frustrated | **demotivated** | lonely | **Good** | like a Batman | great | gaining the weight! | worried about the world's destiny.. as we are already running out of food and basic needs | Weird. **Isolated**. Who knows? | **confused**

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*Chat Waterfall* | *Example*

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*the resource alliance* | *Starling.*
Calmly prepare for the work ahead while sharpening observational precision.

Inspired by Lynda Barry
Spiral Journal | Instructions

Take your pen & Paper

Divide your page into quadrants by drawing a horizontal line and then a vertical line.
Spiral Journal | Instructions

Start where the two lines cross & draw a continuous spiral from the inside spiralling out.

Go as **slowly** & **tightly** as possible without the spiral touching itself.
Draw a continuous spiral as slowly & tightly as possible.
Facilitator’s Tip
Give good instructions, otherwise...
Spiral Journal Prompts

Theme: Habits or mindset

Something I am noticing about myself...

A challenge I may have in changing these habits or mindset is...

A team or person I know is overcoming these challenges by....

** The final prompt, needs a quick explanation from the facilitator **
15% Solutions

Actions, however small, that everyone can do immediately. 15% solutions show there is no reason to wait around, feel powerless, or fearful.

- Move away from blockage, negativism, and powerlessness
- Have people discover their individual and collective power
- Reveal bottom-up solutions
- Remember capacity and resources (15% is always there for the taking)
- Close the knowing-doing gap
Spiral Journal Prompts

Theme: Habits or mindset

Something I am noticing about myself...

A challenge I may have in changing these habits or mindset is...

A team or person I know is overcoming these challenges by....

My 15% solution is...
Q&A
Social Impact Leaders
Q&A | Fi McPhee | Gavin Coopey | Kyla Shawyer

1. **Challenges** | What is are the challenges facing leadership right now? What’s not working?

2. **Public response** | What do we know about public response? How are motivations changing? How can fundraisers respond?

3. **Opportunities** | What are organisations and leaders doing well?

4. **Leadership** | What is needed from leadership right now? Where do leaders start?

5. **Community** | What role are donors playing in this? What role could/should they play?
Tools
Stacks for success
Tool stacks for success (The basics)

Helpful master: Google Suite

Communication: Slack & Whatsapp

Collaboration: Miro, Mural & Google Docs

Coda: A document with the power of an app

Sharing Ideas & Checking in: Voxer & Loom
Slack | Helping not hindering

Create a language together

Channels | Giphy | Emojis | Reactions to comments in emoji language

Integrate (not too much)

YES to Project Management & Google. NO to Zoom or others (losing features).

Think about notifications, time & space

Office hours | Mobile or non mobile | Notifications Agreements & Designing for this (@mentions etc)

Use threads:

* Video editing approval * > Open thread

* Video editing outcome * Video needing round 2 edits.

Use shortcuts & hacks to save time

17 tips in 5 minutes - watch this video and read this article
Miro | Collaboration & Whiteboard

Watch the basics here.

Watch running online workshops on Miro

We will be running sessions on using Miro for anything from basic meetings to advanced ideation, empathy mapping and multi-day conferences.
Example document: Onboarding new staff. This kind of exercise can be used to create super fast training modules for remote working practices.

Coda is like an open-source and collaborative version of Confluence.
Voxer & Loom | Sharing Ideas & Checking in

Loom example:
https://www.loom.com/share/e68dc28f14c34cf2a1ddc51cf3078b93

Voxer:

Download the app & chat away!
Big Questions
Challenges & Opportunities
Big Questions

Challenge and opportunities we’re grappling with

How might we reshape the future WITH our donors not FOR them? | Human-Centered Design
How might we create an industry of courageous and vulnerable leaders? | Organisational leadership
How might we make decisions with a deep understanding of supporters and public sentiment? | Insights
How might we amplify impact through collaboration for cancelled/postponed events? | Collaboration
How might we create connected, innovative and purpose driven cultures? | People & Culture
Where to now?
How we can support you
Discount code for IFC community: IFCCODE
Supporting you | Consulting & Executive Coaching

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Supporting you | Consulting & Executive Coaching

- Strategy
- Fundraising programs and campaigns
- Executive leadership support
- Virtual collaboration & facilitation training
- Facilitation of your meetings or events
- Moving offline events online
- Insights, data and research
- Human-Centered design

And much more... Reach out and let’s chat!
Thank you!