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Collaboration Software & Services

A High Performance Meeting plan requires people, process and technology be considered before, during and after the meeting. Here are some guiding questions.

	BEFORE MEETING	DURING MEETING	AFTER MEETING
PEOPLE	• Who are the right people to attend? • What are the roles and responsibilities of the meeting sponsor? • What are the roles and responsibilities of the participants? • What do we need to consider about boundaries (cultural, time, distance)?	• How do we build trust and social capital amongst the participants? • How do we establish group norms of behavior?	• How does the group stay connected? • How do we encourage continued collaboration, building on the results of the meeting and laying the groundwork for the next meeting?
PROCESS	• What are the meeting objectives and outcomes? What is NOT a part of this meeting? • Do stakeholder issues need to be surfaced to inform the agenda? • What pre-work activities are required for participants to be well-prepared and productive during the meeting? • What is our communication strategy?	• What activities support the problem solving or decision making process? • What type of interaction is best for each activity (eg: verbal discussion, online brainstorming, anonymous or not)? • How do we keep participants focused and engaged, especially in a virtual setting? • How do we anticipate landmines and plan for them?	• What venues can we create for the group to continue to collaborate (such as asynchronous • How do we keep track of deliverables and monitor progress? • What communication channels should we use and how frequently should we communicate?
TECHNOLOGY	• What technology will support pre-meeting activities (eg: web surveys, asynchronous brainstorming, wikis, blogs, social media, email)	• What technology best supports this meeting process, for eg: online brainstorming and prioritizing tools, voting software, idea mapping). • For virtual meetings, is a teleconference, video conference or web conference appropriate? • What is the technology support plan for the meeting? Do we have a contingency plan?	• What technology supports the on-going participation of the group (online meeting software, shared document archives, team portals, social media)