Norms of Collaboration: Strategies for Working Together Effectively in Person and Virtually

July 16, 2020

Susan Hayes
Dan Mello
Webinar Logistics

- Welcome and thank you for joining us
- We are recording this webinar
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- We will be muting all participants
- Please type your questions in the chat box
- Please complete the online evaluation at the end of the webinar
Where to Find Webinar Slides and Recording

Back-to-Basics on Part B Assessment—What You Need to Know About Indicator B3

This webinar continued IDC’s Back-to-Basics Webinar Series for new Part B state staff, staff with new indicator responsibilities, and those who want a refresher on in-and-out of the SPP/APR indicators and related Section 618 data collections. The webinar will focus on beginning level information on Indicator B3 (Assessment), including a review of B3’s specific criteria and data sources, steps and calculations required to collect, analyze, and report Indicator B3 data, and any differences or similarities between Indicator B3 and the other indicators.

Expected outcomes of the webinar were that participants would gain a better understanding of Indicator B3 requirements to ensure high-quality data for SPP/APR reporting and increased knowledge about available resources and supports for understanding and reporting Indicator B3 data.

Materials

Back-to-Basics on Indicator B3

Topics

State Performance Plan - SPP and Annual Performance Report - APR
Part B
CLP Data

Presenters

Susan Hayes
Tiffany Boyd
Agenda

• Participant outcomes
• Overview of norms of collaboration
• Breakout time—Identifying challenges you’re facing and norms to move forward
• Sharing out
• Planning and taking action
Participant Outcomes

- Become familiar with the norms of collaboration as behaviors that work together to affect group interactions
- Understand how practicing the norms of collaboration can contribute to more effective communication and productive group work
- Learn ways to apply the norms of collaboration to group work and adapt them, as necessary, in virtual settings
Pause to Reflect

Why do you believe establishing and using norms when working with others could be important?

(Please type your answer in the chat box.)
Overview of Norms of Collaboration
Basis for Norms of Collaboration

IDC staff believe that norm setting

• Outlines clear expectations
• Ensures everyone is on the same page
• Reduces misunderstandings
• Sets a tone for the meeting
• Acknowledges and honors all voices and perspectives
• Brings focus to the issues the group considers most important
• Helps groups settle in and prepare for the work ahead
Seven Norms of Collaboration

Pausing
Paraphrasing
Putting Inquiry at the Center
Probing for Specificity
Putting Ideas on the Table
Paying Attention to Self and Others
Presuming Positive Intentions

Pausing

• Members engage thoughtfully in the conversation by taking time to think and reflect before responding

• Different types of pauses
  ▪ After a question
  ▪ After someone speaks
  ▪ For personal reflection
  ▪ As a collective pause
## Pausing

<table>
<thead>
<tr>
<th>Facilitation strategies</th>
<th>Considerations in a virtual environment</th>
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<tbody>
<tr>
<td>• Reflective writing/journaling at specific points in the conversation</td>
<td>• Consider being very explicit in your desire for a group to pause and reflect when facilitating in a virtual environment since it is difficult for people to not speak when there is a pause (e.g., “I’d like us to invite us all to pause for a moment and reflect on what was just said.”)</td>
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<tr>
<td>• Reminding group members to resist the temptation to solve a problem right away</td>
<td>• The chat box can be used for participants to pause and reflect or respond to a prompt</td>
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<tr>
<td>• Using protocols that build in time for each person to contribute</td>
<td>• Build trust in your collaborative group by respecting others’ pauses</td>
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Paraphrasing

• When a lack of clarity exists around what is being shared by a colleague, participants regularly paraphrase what was said and seek confirmation that the message of the listener is being understood

• Paraphrase to
  ▪ Seek understanding
  ▪ Demonstrate understanding
## Paraphrasing

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<td>• It can be helpful to document main ideas by sharing screens, if the work is developmental, technical, or contentious.</td>
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<tr>
<td>“I think what I’m hearing you say is…”</td>
<td>• Trust is built when we honor each collaborator’s ideas. We must be precise and accurate when we paraphrase virtually so the original collaborator feels his or her idea has been heard. We don’t see head nodding or non-verbal cues for understanding in a virtual setting.</td>
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<tr>
<td>“It sounds like you are saying…”</td>
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<tr>
<td>“In other words…”</td>
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<tr>
<td>“You’re suggesting that…”</td>
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Putting Inquiry at the Center

• Inquiring into the ideas of others before advocating for one’s own ideas is important to productive dialogue and discussion

• Explore
  ▪ Perceptions
  ▪ Assumptions
  ▪ Beliefs
  ▪ Interpretations
## Putting Inquiry at the Center

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<td>• With limitations on non-verbal communication in virtual settings (inability to read body language), it is helpful to be concise and to the point. Promote collaboration by putting inquiry at the center.</td>
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<tr>
<td>• “What leads you to conclude...”</td>
<td>• Trust that you and your collaborators are in this together – allow yourself to be questioned and to question others in the spirit of collaboration rather than debate or argument. An attitude of “we’re in this together” moves ownership from the individual to the group.</td>
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<tr>
<td>• “Can you help me understand your thinking here?”</td>
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<tr>
<td>• “How would your idea affect...”</td>
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Poll Time!
Quick Poll—Name Your Strength

Which of these three norms do you feel you use most consistently and naturally in your interactions with others?
Probing for Specificity (Clarification)

Group members regularly probe one another to enhance the overall learning of the group. Probing is honest, open-minded, and has the sole purpose of clarifying and enhancing the work of the group.
## Probing for Specificity (Clarification)

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<td>• “Please say more...”</td>
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<tr>
<td>• “Can you tell me about...”</td>
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<tr>
<td>• “I’m wondering whether...”</td>
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<tr>
<td>• “Please tell us more about...”</td>
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<tr>
<td>• “Do you have an example of...”</td>
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Putting Ideas on the Table

• Group members understand that there are many solutions to any given problem and are encouraged to toss a variety of ideas on the table during a conversation.

• Remember: It’s important to “take ideas off the table” too!
## Putting Ideas on the Table

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<td>• “This might be one way to...”</td>
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<tr>
<td>• “One thought I have...”</td>
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<tr>
<td>• “I’m just thinking out loud...”</td>
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<tr>
<td>• “Suppose we tried...”</td>
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<tr>
<td>• “One approach might be...”</td>
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<tr>
<td>• “Here is one idea...”</td>
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Paying Attention to Self and Others

• Group members demonstrate this norm by staying conscious of how their behavior affects the group

• Pay attention to
  ▪ How things are said
  ▪ The learning styles of colleagues
  ▪ How others are responding
  ▪ Physical movement/camera location
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<td>• Ensure a variety of activities that allow different voices to be heard and address different learning styles, including</td>
<td>• Provide one or more breaks if meetings are longer than one hour</td>
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<tr>
<td>• Individual reflection time</td>
<td>• Use technology to create opportunities for different group activities and interactions (e.g. use of small breakout rooms, polls, chat exchanges, white board, etc.)</td>
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<tr>
<td>• Pair-share</td>
<td>• Start meetings with an informal opportunity for members to get to know one another</td>
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<td>• Small group discussions or activities</td>
<td>• Being “present” in a virtual space is challenging; it is okay to ask someone to repeat or review what’s been said if needed</td>
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<tr>
<td>• Round-robin share-out</td>
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<tr>
<td>• Reading and responding to text or data</td>
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<tr>
<td>• Provide consistent breaks; consider facilitating with a partner so you can work together to “read the room”</td>
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Presuming Positive Intentions

Though group members may disagree with a colleague, the underlying sentiment is that they believe that the intentions of that person are positive. Groups that don’t demonstrate this norm bring judgments and negative viewpoints of their colleagues into group dialogue.
### Presuming Positive Intentions

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<td>Possible stems to use</td>
<td>• Using participants’ names when addressing them can validate that you’ve heard them and presume that they have positive intentions for the collaboration. Think of this as the equivalent of directing your attention and your gaze to someone when addressing them in person.</td>
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<td>• “I appreciate what you are saying...”</td>
<td>• Invite others into the conversation (using their names) to support the collaboration one by one to integrate the news ideas into the collaboration by reshaping and reforming them if necessary.</td>
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<td>• “What you are saying makes sense because...”</td>
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Using participants’ names when addressing them can validate that you’ve heard them and presume that they have positive intentions for the collaboration. Think of this as the equivalent of directing your attention and your gaze to someone when addressing them in person.

Invite others into the conversation (using their names) to support the collaboration one by one to integrate the news ideas into the collaboration by reshaping and reforming them if necessary.
Poll Time!
Quick Poll—Name a Challenge

Which of these four norms do you feel is the most difficult for you to remember or use consistently?
Breakout Time!

Identifying Challenges You’re Facing and Norms to Move Forward
Discussion Prompts

• What has the experience of meeting and collaborating with others virtually been like for you?
• Are you willing to “put on the table” a challenge or hiccup you have experienced collaborating virtually?
• Which norm(s) could be helpful in resolving those challenges?

Norms of Collaboration

• Pausing
• Paraphrasing
• Putting Inquiry at the Center
• Probing for Specificity
• Putting Ideas on the Table
• Paying Attention to Self and Others
• Presuming Positive Intentions
Sharing Out
Planning and Taking Action
What is one norm you plan to commit to incorporating into your own work moving forward?

(Please type your answers in the chat box.)
Lastly, these norms don’t always come naturally. We encourage you to practice them in your everyday life so that you’re well versed in the Norms of Collaboration!
Contact Us

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Dan Mello, dmello@wested.org
For More Information

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Evaluation

The evaluation poll questions will appear to the right.
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**Project Officers:** Richelle Davis and Rebecca Smith