12:01:01 From Annette Garner : Washougal is 15 miles east of Vancouver, WA

12:01:52 From Bruce Pappas : Hi, all. Bruce Pappas here from Golden Valley (Minneapolis), MN.

12:02:25 From Donna Bivens : Hi, Donna in Boston

12:02:35 From Helena : Hi everybody from Bern

12:02:52 From EmilySeddon : Hi Everyone, Emily from the Twin Cities, MN here

12:02:53 From Lecia Grossman : Welcome everyone!

12:03:05 From Lecia Grossman : Hello Emily!

12:03:53 From sabine amend to All Panelists : Hi, Sabine (Portland, OR). Will need to slide out about half—way but happy to make this time for a bit at least today.

12:04:12 From Lecia Grossman : If you go to HSD website, and search for STAR and will you find more info

12:05:59 From Lecia Grossman : Think of a challenge you have with a virtual team (or face to face team). How might these pieces play out for that tea?

12:07:04 From Lecia Grossman : Where are you on the continuum of Similarities and differences?

12:07:14 From dubowd : Hi, Deb from East Lansing, MI

12:07:19 From Lecia Grossman : Welcome Deb

12:08:31 From Lecia Grossman : Think about ways that being in virtual space, how it makes these pieces more exasperate

12:08:37 From dubowd : It helps when we use Google Hang out with cameras to lessen space issues

12:08:47 From tina.kontos to All Panelists : I have experienced and seen research how negativity or negative actions are amplified in virtual meetings

12:08:48 From Chris : should we be considering different facets of similarity and difference? (culture, learning style, job role…)

12:11:05 From atitcomb to All Panelists : What does that mean "to

lessen space issues" with cameras?

12:11:30 From Jennifer Jones-Patulli : Would love to read that research! can you share the link?

12:11:39 From Lecia Grossman : Tina, can you share the research link?

12:11:50 From Steve Trivett : Difficult to assess a persons level of presence?

12:12:21 From dubowd : I think just like in forming any team, you need to do team building, ice breakers, etc to make people comfortable virtually to make sure people get
to know each other better

12:12:54 From Nancy Seibel to All Panelists : can you speak to the challenges that some may work in a headquarters office and while others work offsite

12:12:56 From dubowd : Norms need to be established for virtual teams to work

12:13:00 From Steve Trivett : Yes thanks

12:13:49 From Ravi from London UK to All Panelists : I think its less about assessing presence — skilled facilitators will engage through setting state and curiosity

12:14:01 From Steve Trivett : Getting clear what people care about to make conversations grow/

12:14:12 From alisonmaxwell : I usually as people to checkin to start and describe where they are — it seems to help but I'm not sure why

12:14:25 From aman (toronto) to All Panelists : are there any tools that can facilitate the balance?

12:14:52 From dubowd : I agree check-ins are great, and an activity called "Clearing the Space"

12:15:35 From Lecia Grossman : Can you tell us more about "clearing the space?"

12:16:34 From Lecia Grossman : I have the following outstanding questions I am holding until later. If I've missed one, please also feel free to send to me personally. 1) Tools for balance? 2) HQ vs. in the field?

12:19:33 From Tina Anderson Smith : What is the relationship between Authenticity and Reason for being?

12:20:22 From Helena : I have a similar question — I still have troubles to understand the difference between Authoenticity and reason for being...??

12:20:59 From Jean Richardson : Authenticity is a difficult word/concept.

12:21:22 From Lecia Grossman : Tina and Helena — does this answer your question?

12:21:45 From Helena : THanks it helps but I still need some time to understand ;-)

12:21:54 From Ravi from London UK : Wow — great answers Royce

12:21:55 From Liz Coenen : Super helpful — thanks Royce.

12:22:18 From Tina Anderson Smith : yes, thankn you!

12:22:35 From Lecia Grossman : Thanks Helena. There is also more information at the HSD website. Go to the site and search for STAR

12:23:03 From Jennifer Jones-Patulli : http://www.hsdinstitute.org/resources/star-diagram.html
12:23:08 From Lecia Grossman : Thanks Jen!

12:23:12 From Helena : Thanks!!!

12:23:31 From Elva Castaneda de Hall : Grateful.   Helps me make sense of some unsavory memories of face-to-face meetings over time.

12:23:39 From dubowd : Clearing the space is a term used to start a team meeting and ask members to put aside all distractions so they can focus, we might ask them to bring up what's on their mind so they can put what's on their mind aside, it might even mean closing web browsers, closing emails, clearing paperwork on desk, etc. and clearing mind, so they can be fully present and say what they need to say to the team to enable them to do so

12:23:44 From Lecia Grossman : Jen can you give the link here?

12:23:58 From Lecia Grossman : Nice DUBOWD

12:24:09 From dubowd : Thanks, Deb

12:24:30 From Steve Trivett : Can star be used to assess the level of trust in the group

12:24:35 From Bruce Pappas : http://www.hsdinstitute.org/assets/

documents/5.1.1.15-star-diagram.pdf

12:25:16 From Jennifer Jones-Patulli : http://www.hsdinstitute.org/
resources/be-a-star-assess-improve-effectiveness.html

12:25:41 From Mary Nations : DUBOWD that is a great set of reasons to
use cameras when bandwidth allows (even if some of us are gamers shy
at times ;))

12:26:01 From Mary Nations : not gamers — camera-shy! darn autocorrect

12:26:29 From Steve Trivett : Sincerity, competence ?

12:26:44 From dubowd : cameras help , but not completely necessary,
you can call me Deb instead of dubowd :-)

12:26:54 From aman (toronto) to All Panelists : And where does power
dynamics fit in this discussion?

12:28:03 From Mary Nations : thanks Deb — and you may be able to
change your name if you like, in the participants tab

12:28:31 From Steve Trivett : I see, we can how the level of
engagement can be assessed. Thanks

12:29:31 From Jennifer Jones-Patulli : for me power is fluid, so needs
discussion in different situations

12:29:38 From Ravi from London UK : sorry to leave early — thanks all

12:29:42 From dubowd to All Panelists : Not sure where particpant's
tab is?

12:29:47 From Lecia Grossman : Thanks for being here Ravi

12:29:51 From Jennifer Jones-Patulli : bye ravi!

12:30:22 From Lecia Grossman to dubowd, All Panelists : The dropdown
where you type lets you choose

12:30:47 From Mary Nations : ah — sorry…the participant tab does not
show up in this space, I forget

12:31:08 From dubowd : no worries

12:31:43 From Tina Anderson Smith : I experience a lot of teams for
whom the high talking and listening are in tension with with acting
and doing.

12:32:54 From Lecia Grossman : Tina, interesting point to consider —

Royce just pointed out here – Authenticity has the "commit to do".

12:33:57 From Lecia Grossman : It also makes me think that the team also needs to use Adaptive Action – WHAT? SO WHAT? NOW WHAT? Then, again finding out in the next WHAT phase what happened, or didn't. :)

12:34:27 From Leslie Patterson : Hi, all! So, I'm still thinking about "authenticity." Is it fair to say that this continuum is about whether the "work is authentic" AND whether we are "working authentically."? Or is that an over-reach?

12:34:28 From Nancy Seibel to All Panelists : seems that authentic work includes our bringing our authentic selves to the work

12:36:50 From ktb to All Panelists : How are these factors impacted by virtual teams?

12:38:17 From Jean Richardson : I'm having a hard time telling the difference between "low similarity and difference" and "high difference." Isn't low similarity the same as high difference?

12:39:28 From Lecia Grossman : Jean – looks like she is answering that right now

12:39:58 From Lecia Grossman : EVeryone, please share your own thoughts to the questions "How are these factors impacted by virtual teams?"

12:41:38 From alisonmaxwell : Proximity means that there is constant conversation and therefore constant course correction. With space between us there is much more chance of divergence in direction or avoidance of issues. More is negatively assumed when people work at distance

12:42:56 From Gregoria Smith : Does the same/difference scale depend on the context . Sometimes we are more different or similar than at other times depending upon what's on the table. Situation-based. Maybe less involvement in virtual space, even slower in the flow of conversation.

12:43:44 From Steve Trivett : How can the mood of the group be assessed? Is it an intuitive judgement?

12:43:52 From EmilySeddon : In an ideal world, the organization will provide tools to enable virtual teamwork, but I've had several experiences where that's not the case. In those situations, access to high speed internet, whether or not someone is sharing a device with others in the household, the type of device, etc. have all been differences that make a difference. And some of these challenges are hard to overcome.

12:44:08 From Alex Kollo to All Panelists : This is a fabulous session. I love the presentation and q&a's. Sadly, I have to hop off early but I am hoping the presentation is circulated — along with the fantastic comments.

12:44:14 From Alex Kollo to All Panelists : Thanks to everyone!

12:44:54 From Mary Nations : thanks for joining, Alex!

12:45:16 From Mary Nations : the recording and slides will come out tomorrow

12:46:41 From Nicoll to All Panelists : If high similarity on purpose — of the work and the reason for meeting in virtual sapce is created, does this create a container for meaningful virtual exchange?

12:46:52 From tina.kontos to All Panelists : Hello! I need to leave! Great discussion! Thank you!

12:46:54 From Steve Trivett : Yes, thank you. Cues and triggers? Great

12:47:07 From Mary Nations : I agree, Emily — with tech comes extra complexity! yet, it does open new options.

12:47:39 From Mary Nations : (I say that as a producer about the complexity)

12:48:33 From pamela : Thank you — needing to sign off!

12:48:55 From Kate : Would/could meeting agenda's be structured differently to reflect some of STAR principles to ensure built in to process?

12:49:35 From Steve Trivett : Thank you Royce & Mary. Have to go. The snow here in UK is getting worse. Have to go.

12:50:01 From Lecia Grossman : Great idea Kate!

12:50:12 From Mary Nations : Thanks and take care, Steve

12:50:14 From EmilySeddon : Thanks Lecia! To add some really specific strategies that I have used when those access differences are so high are to figure out and use tools that someone can access from a library (and then scheduling meeting during library open hours). For people that are close, but not always in the same space: I've driven to meet people at a coffee shop half way, so we can share the tools I happen to have for that time.

12:50:32 From Lecia Grossman : Great idea Emily!! Love that

12:51:20 From alisonmaxwell : I think there is an even greater need for a team to commit to attending virtual meetings (especially the boss) and get the appropriate cadence . When people stop showing up they rapidly degrade

12:51:21 From Jean Richardson : Don't many of the assertions in this training actually vary if we assume that there is periodic face-to-face contact? Trip back to the office on a monthly or other cadence to reaffirm relationships?

12:54:25 From Jeannette Raymond to All Panelists : Using people's names as a way to reinforce participation and recognizing individuals contributions. People do not always recognize people's voices expecially new people

12:54:49 From alisonmaxwell : I usually establish a talking order – this prevents all talking at once and ensure people know they contributions can be made

12:55:15 From Lecia Grossman : Jeannette – I love that. Making sure to use people's names, creates a different level of engagement and expectations

12:55:29 From Elva Castaneda de Hall : I hope a copy of the rich Chat contributions can be saved and shared after this webinar.

12:55:49 From Annette Garner : Having everyone on camera gives visual cues to who's giving body language that needs attention, or a raised hand wanting to contribute

12:56:15 From Lecia Grossman : Good – Bye everyone! Mary will be capturing your questions from here. Great session – thanks for your contributions

12:56:52 From Leslie Patterson : Thanks, Lecia!

12:57:07 From dubowd : thank you for an enriching session

12:57:21 From Mary Nations : Yes, we can share the chat along with the slides.

12:57:33 From John Murray to All Panelists : Thank you Lecia!

12:59:08 From aman (toronto) to All Panelists : thanks Royce, Lecia and Mary!This is helpful. (aman)

12:59:11 From Liz Coenen : Thank you Royce, Lecia, Mary and All – perfect timing for me and a team I'm working with…take care.

12:59:23 From Jean Richardson : Have to jump off. Thanks for this training!

12:59:28 From Jennifer Jones-Patulli : All HSD learning opportunities at, http://www.hsdinstitute.org/learning-opportunities.html

12:59:34 From Leslie Patterson : Thanks for the wise words!!!! And for the rich conversation!

13:00:26 From Elva Castaneda de Hall : Elva from Santa Cruz, CA saying, Thank you, to the facilitators and participants. The next webinars can't come any sooner for me.

13:00:27 From Jennifer Jones-Patulli : Thank you Royce!

13:00:53 From Gregoria Smith : Thank you all again. Great to re-connect. See you next time. Gregoria

13:00:59 From Helena : Thanks Royce and to all of you!

13:01:04 From John Murray : Thank you all for your presenting! Mary, Jen and Royce I'll be in contact with you soon!

13:01:04 From Jennifer Jones-Patulli : Bye all!

13:01:04 From meded : Thanks, interesting session, looking forward to video, slides and texts!

13:01:10 From Lawrence to All Panelists : Thank. Wonderful insights

13:01:18 From Chris to All Panelists : Much appreciated!

13:01:21 From Jennifer Jones-Patulli : Chat will be in video / recording

13:01:31 From Jennifer Berg : Thanks Royce, Lecia & Mary!

13:01:32 From Bruce Pappas : Thanks, all.