



**CHATS FROM THE GLOBAL DIALOGUE:
BUILDING NEW LANDSCAPES FOR PARTNERING REMOTELY**

27 October 2020

Guest: Catherine Russ

Dianne McLay - PBA Australia: Some of the work Catherine Russ has been working on:
<https://www.remotepartnering.org/outputs/>

Frank Page, Washington DC: Anxious

Dolores, Austria: Curious

Gillian Kranias: hungry for breakfast!

Takara, Australia: Interested

Henry Pavey, UK: Frustrated

Elise Belcher (GNDR): overwhelmed

Fiona - Integral: Pressured!

Narciso Rosa-Berlanga (Myanmar): Confused

Dulani Sirisena: Stressed

Christele: curious

Choongo Chibawe: Elated

Anna (TPI): Intrigued

Yanti Triwadiantini: Enthusiastic

Pernille - from Denmark: Curious

Dianne McLay - PBA Australia: Zoom-gloom

Tilleke Kiewied: curious

Mary DeWitt - USA: Hopeful

Ian de Villiers: distracted

Jodi McLean, Australia: Exhausted

Jon Horsley: Limbo

Caroline (UK): Opportunity

Paul Gunaratnam: intrigued

Manja Vidic, OCHA: multi-tasking

Anna Dixie (ShelterBox): Hopeful

Romano Albertazzi: opportunity

Rachel - UK: Also hungry for breakfast

ASALAH5: normal

Lilian: Eager

Dianne McLay - PBA Australia: An instance/intervention that really worked well and why. Then one that didn't work.

Anna (Oxford, UK): If done well it can be a leveller - more inclusive because no geographical limits!

Dianne McLay - PBA Australia: Does collaboration software create another level of stress about meetings?

Christele Morel: WhatsApp is also used a lot

Narciso Rosa-Berlanga (OCHA Myanmar): 2 meeting platform, 4 software and 2 collaboration software

Jodi McLean, Australia: 3

Jane Ellison: five

Dolores, Austria: @Anna: Some also experience it as leveller to build more equity

Christele Morel:8

Anna (Oxford, UK): All of those apps! + WhatsApp... probably others that I can't think of now!

Dulani (Sri Lanka): 5

Elise (GNDR): Don't forget facebook messenger and whatsapp! :)

Christele Morel: 9

Jon Horsley: 7

Narciso Rosa-Berlanga (OCHA Myanmar): plus WhatsApp, signal

Michelle van den Berg: 6

Dianne McLay - PBA Australia: Drive, zoom, skype, miro, mural, docs

Anna (Oxford, UK): LinkedIn

Takara, Australia: 4

Mary DeWitt - USA: 8

Henry Pavey, UK: Mainly Zoom with a bit of Mural

Rich Whate (Canada): more than 5 platforms

DIPRO: 3 main: skype, zoom and WhatsApp

Mary Wickenden IDS UK: 12

Samantha Uichico- Philippines: way more than 10... and that is shocking to me... no wonder there is fatigue

Frank Page, Washington DC: Sick, skype, zoom, google docs, drop box, trellis, mural, lucid chart, and some other brainstorming software

Michelle Halse: me too Samantha! I think more than 20!

DIPRO: I think it adds to improving collaboration. The relationship management will improve with practice. There are in-balances because of connectivity inequality.

Mary Wickenden IDS UK: more indepth discussion rather than just tick box types of agendas

Frank Page, Washington DC: Larger group...

Michelle Halse: Answers to 'what is more challenging online?'

Dulani (Sri Lanka): Most challenging to do online - build trust, especially with new partners.

Narciso Rosa-Berlanga (OCHA Myanmar): Building trust, concentration and focused as participant is difficult

Chetali Chhabra: Reading body language is tough

Mary Wickenden IDS UK: some people contribute more some less than live events

Anna (Oxford, UK): Dealing with people having 'split focus' - people often slyly working on other things during your meeting!

Christele Morel: understanding what silence means (agree, sleepy, don't understand, not happy...?)

Caroline (UK): @mary wickenden - I agree. Some personality types find it easier to build understanding and trust without intense face-to-face conversations.

Jon Horsley: group process work - real-time interventions on group dynamics

Mary Wickenden IDS UK: some participants are not tech savvy or intimidated by tech

Samantha Uichico- Philippines: I think the informal time is critical- at least in my experience- a lot of the relationship building and connecting has been done over a cup of coffee or drinks after the meeting- where the atmosphere is more casual and people feel more comfortable. Online- it feels like you're always at work and there's not that casual "space" for building a closer relationship.

Anna (Oxford, UK): Tech melt-downs can be very disruptive to facilitators/chairs and participants alike; and fewer options to deal with these problems than in face-to-face

Caroline (UK): Is this going to change as younger generation comes through? Those entirely comfortable with building relationships online.

Christele Morel: can you quickly show the previous slide again please?

Dianne McLay - PBA Australia: @Samantha have you ever had an experience where you've created that informal "coffee time"?

DIPRO: Notice that not having connectivity simply cuts off a huge parts of our community

Michelle Halse: Yes Kwasi, it of course assumes people are even able to be online and connect

Anna (Oxford, UK): yes @DIPRO - the digital divide is big challenge

Samantha Uichico- Philippines: @dianne not online-only face to face. if anyone has ways to do this online- I would love to hear about them :)

Celine (Fr): As an English second language, i find that it is more difficult (tiring) to follow meetings online compared to face to face situation, and stay focused, a lot to read and listening and thinking at the same time.

Dianne McLay - PBA Australia: We sometimes invite people to join 10 minutes before the official start time so you can have an informal chat.

Samantha Uichico- Philippines: Thanks that sounds like a good start :) Will see if we can get something like that going.

Rachel - UK: And the digital divide can simply cut people out and increase inequity

Kwasi A Boateng: Second language? 3rd, 4th Language

Elise (GNDR): It is frustrating when a meeting is due to start at a set time and then the facilitator says "we'll wait 5-10 mins for others to arrive" and we all sit in silence, and probably start a different work task. I like the "coffee" idea instead

Celine (Fr): haha yes Kwasi!

Gillian K - Toronto: The connectivity access issue is another reason why it is important to remember to ask about accommodations to support participation (ideally enough in advance to adjust design of the meeting)

Samantha Uichico- Philippines: @elise its a good way to start the meeting on a positive note instead of people getting angry or annoyed because of late attendees- I think I'll definitely give it a try.

Anna (Oxford, UK): At the same time - unless you have more than one facilitator it can be hard to monitor the chat at the same time as facilitating!

Michelle Halse: Oh yes Anna it sure emphasises the importance of co-facilitation

Anna (Oxford, UK): Cath is great!!

Michelle Halse: saw what you did there Anna!

Christele Morel: planning check in and check out can be really useful. A lot of online meeting/event tend to end in some "rush" and just saying bye/I have another meeting. 5-10mn for check out can be useful to build a sense of informal/more personal connection

Gillian K - Toronto: Yes Anna, in our breakout, we talked about the value of having a lead chat facilitator for the entire session (separate from the audio discussion facilitator).

Jodi McLean, Australia: Personal chats are included in recordings which can be a deterrent to use this function

Michelle Halse: we take a big team approach to these sessions... producer, host, speaker, tech, chat...

Kwasi A Boateng: Watching the recording is most powerful

Caroline (UK): @jodi Mclean - yes, often the important conversations to move a partnership forward are the 'quiet chats in the corridor'. ;-)

Jane Ellison: a partnership is not a meeting - it is what happens between the meetings

Dianne McLay - PBA Australia: One of our partnership brokers has recently quoted for work and they have included some hours for a technical support person to help during the webinar training sessions.

Gillian K - Toronto: Thanks Catherine. Both have been very exhaustive lists - covered much of what I have noticed.

Sara Onvani: Very good point Jodi. I'm very aware of that too.

Mary Wickenden IDS UK: having a tea/coffee break in the middle of a longer meeting

Rachel - UK: Love that. Collaborative leadership online

Gillian K - Toronto: I agree!

Frank Page, Washington DC: Divided attention - listen to discussion and reading chat.

Fiona - Integral Alliance UK: We decided pre-meeting check-in/coffee is too stressful when you are preparing to run a meeting, so we are going to offer it at the end, and pre-warn people they can stay on for a more informal time afterwards.

Gillian K - Toronto: Pre-recording - this is a great idea. I know that supports accessibility and participation too.

Dianne McLay - PBA Australia: Does having a chat facility provide an opportunity for everyone to contribute - especially those who wouldn't normally speak out in a meeting, either IRL or online?

Michelle Halse: record keeping / writing up can be so much more efficient because we create it as we go- not left with flip charts and sticky notes!

Takara, Australia: @Michelle, yes I agree!

Anna (Oxford, UK): In an ongoing partnership, investing some time in training people up to use the software can be useful (if they are all happy to use it)

Dolores, Austria: Session / meeting design becomes even more critical in the online environment

Anna (Oxford, UK): Time-keeping of break-out groups is much easier!

Rachel - UK: The Presencing Institute also talks about 'digital discipline': "Video on / being on mute / not using chat all the time" (obviously where possible) but only at certain times because it can be so difficult to focus on multiple information points at once. Use chat consciously / don't over-chat during sessions.

Michelle Halse: yes 'digital discipline' is becoming a new level of consciousness

Sudthida Keophaithool: Online meeting and using all the other software could exclude some participants with disability. Facilitators need to prepare additionally to include them too.

Rachel - UK: An important thing is to work in an anticipatory way: ask what may happen not only in terms of the content but also with regard to technology. I've found it works to have a Plan B.

Dianne McLay - PBA Australia: One of training graduates who lives in the country said she's never felt more included, because suddenly she can attend meetings that were previously too far away or too expensive to travel too.

Gillian K - Toronto: I am reflecting that digital discipline might look different for different generations of tech users - and different tech access contexts. I liked the term protocols that Catherine used earlier.

Dulani (Sri Lanka): "Digital poverty" is real! - Issues of access/ infrastructure is a big issue esp in remote learning.

Dianne McLay - PBA Australia: Some of our partnership brokers working in the Pacific have found that having sound on WhatsApp and vision on Zoom works with the smaller bandwidth. Does anyone have other webinar technical hacks?

Michelle Halse: great hack Dianne

Yanti T - Indonesia: Considering the digital natives and digital migrants among our partners, who cannot be treated similarly when we broker partnership between them.

Rich Whate (Canada): love "make participants central rather than content "

Mary DeWitt - USA: Are there any samples of meeting agenda's that include some of the ideas and practices discussed today?

Dolores, Austria: @Mary: Open Space Technology is a methodology supporting that

Mary DeWitt - USA: WONDERFUL. Thank You. :-)

Frank Page, Washington DC: Has anyone moved open space on line?

Dolores, Austria: @Yanti: Shows the different lenses partnership brokers need to the think about. Asking the question how to manage this as a group to create a new layer of consciousness

Michelle Halse: We have at PBA, for our recent Annual Associates Gathering. It was amazing.

Dianne McLay - PBA Australia: Here's the recording of our discussion with Adam Kahane:
https://www.youtube.com/watch?v=zswZLJuXa88&feature=youtu.be&ab_channel=ReosPartners

Dolores, Austria: @Frank: We used OST online for our PBA Annual Gathering. Worked really well

Kwasi A Boateng: Remember that sometimes we need time to see are humanity to shine through. The south is in the north and the north is in the south. We need to be real and accept that our diversity has value. Old models will adapt or disappear

Pratibha Singh (India): Internet

Elise (GNDR): Think the three i's are fantastic

Elise (GNDR): Is there advice on how often? I find we're talking more online (which can be good) but doesn't always lead to effective action

Rich Whate (Canada): in Intentionality, imply to reflect regularly with partnerships that meet regularly. groups can get into a rut over time and barriers can persist

Rachel - UK: Maybe that's another I ... Impact

Dolores, Austria: @Kwasi: Harnessing the potential of diversity.

Yanti T - Indonesia: I like the three i's. May be another one Incentive - to offer benefits for active engagement by partners/participants

Jon Horsley: Intuition: don't be afraid of having a guess at what is emerging/evolving in the online space

Dolores, Austria: Impact, Internet, Incentive, Intuition, ...

Michelle Halse: living in a yurt - sounds fabulous!

Rachel - UK: Really like this :-)

Dianne McLay - PBA Australia: Is asking the question with pictures (rather than words) important?

Dulani (Sri Lanka): These ideas are useful, thanks!

Rachel - UK: Yes. Images can by-pass our rational mind and get to deeper understanding and wisdom.

Kwasi A Boateng: Cath. This really great material

Elise (GNDR): 7!!

Rachel - UK: Images land in our bodies more ... and it's important to keep that at the forefront in the online environment.

Dolores, Austria: @Elise: Tell us about your 7 :-)

Elise (GNDR): Just feel like giving someone a fistbump - feeling very inspired by the session! Good ideas to tweak my work ... and reflection on things I didn't really realise I need to think about!

Kwasi A Boateng: None of the material is stolen. I consider all of them shared. What an open forum, what an innovative way of learning and what an honest process!!!!

Rachel - UK: I'm noticing how much more engaged I am with use of images ... Anyone else?

Samantha Uichico- Philippines: @rachel I agree! :)

Dianne McLay - PBA Australia: Absolutely. The best PowerPoint presentations are made with images and min. words.

Yanti T - Indonesia: Thanks Cath for your various tips on brokering remotely.

Christele Morel: very useful to have all those ideas

Creating words cloud live online works quite well too

Caroline (UK): Are there any apps / tools specifically designed for cross-sector partnership collaboration?

Lianna Jones (UK): I think the reflection time is really important to help facilitate wider participation when there are discussion questions. Going straight into feedback prevents a lot of people speaking up

Mary DeWitt - USA: GREAT ideas - does the Brokering Remote Partnerships course expand on what we learned here today?

Rachel - UK: Social PResencing Theatre can be used: <https://www.presencing.org/aboutus/spt>

Dianne McLay - PBA Australia: An 'empathy walk'.

Rachel - UK: Yes love the empathy walks!

Dolores, Austria: Fishbowl Exercise

Catherine Russ: yes Mary, the Brokering Partnerships Remotely course does expand on these ideas and also gives an opportunity for partnership practice groups to work together

Frank Page, Washington DC: How did you process the end of the fishbowl with the larger group?

Ian de Villiers: like that Rachel, i'd been wrestling with how to make a fishbowl work - thank you for the idea

Dianne McLay - PBA Australia: Fishbowl from Unicef: https://www.unicef.org/knowledge-exchange/files/Fishbowl_production.pdf

Caroline (UK): Are there any apps / tools specifically designed for cross-sector partnership collaboration?

Jon Horsley: love the virtual fishbowl - please share session Rachel

Rachel - UK: @Frank: we just all came back into screen and talked about what had come up.

Gillian K - Toronto: Great strategy Rachel! Thanks for sharing that highly participatory experience!! I look forward to learning the design details from you. As an FYI, the most recent version of Zoom allows for fishbowls to be managed by hosts (up to 9 videos gathered in centre of screen) with all others along top. Hosts can now spotlight up to 9 people at once.

Rachel - UK: @Gillian: wow! Thanks for that.

Dianne McLay - PBA Australia: www.linkedin.com/in/partnershipbrokers Join us for a follow up conversation.

Kwasi A Boateng: Thanks and good engagement. I have a hard stop at 12:30. Nante Yie(Farewell)

Frank Page, Washington DC: Thank you guys - very energizing!!

Ian de Villiers: thanks so much Cath and Michele and all for the great conversation and ideas in the chat ... take care all

Tilleke Kiewied: Thanks a lot, inspiring!

Dianne McLay - PBA Australia: Thanks Kwasi.

Anna (Oxford, UK): Thanks Cath and PBA team - has been v useful

Che Katz: Thanks so much. great Ideas and very Inspiring!

Jodi McLean, Australia: Thanks so much I have enjoyed this meeting

Mary DeWitt - USA: YES - THANK YOU - lots of good insights on how to do things differently! :-)

Lianna Jones (UK): Thank you Catherine and Michelle - a really interesting session and lots of food for thought! Thanks everyone for sharing tools and resources as well :)

Christele Morel: thanks a lot very exciting and new things to experiment!

Umo (UK): This was well worth attending! Thank you Cath and Michelle

Sudthida Keophaithool: Thank you, really. One of the best meetings I attend these days !!

Choongo Chibawe: Thanks Catherine and everyone else who participated

Gillian K - Toronto: I am so energized from this dialogue - thank you both Catherine and Michelle!!

Takara, Australia: Thanks Cath and Michelle - great content and very insightful.

Henry Pavey, UK: Really interesting and thought-provoking - many thanks to Cath and Michelle.

Dianne McLay - PBA Australia: <https://www.remotepartnering.org/> Current Remote Partnering course.

Pernille - Denmark: Can strongly recommend that training

Dianne McLay - PBA Australia: Thanks Pernille! Glad you found it useful.

Yanti T - Indonesia: Thank you for this useful learning forum among PBA associates. Specially to Cath and Michele.

Dianne McLay - PBA Australia: Thank you so much everyone. What fantastic ideas you've generated. We'll send you a link to the recording soon.

Elise (GNDR): Thanks so much!

Gillian K - Toronto: I put together this very short infographic on online options. Very basic - but aligns well with what Catherine shared - may be useful for PBA folks to share with others.

www.bit.ly/menuonlineeventoptions