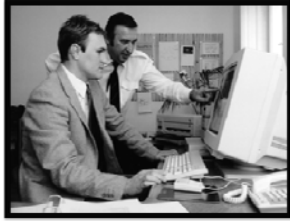


Working in Teams, Unit 8



Sharing Resources & Information: Tools to Optimize Performance

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Unit Objectives

At the end of this unit, learners will be able to:

1. Demonstrate skillful use of collaborative tools and techniques.
2. Develop a system to provide full transparency of key information related to actions of the HIT team.
3. Design an information sharing structure that supports high performance and knowledge exchange.

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Sharing Resources & Information: Grounding

Impact of technology → HIT team processes

More information = more responsibility

Less Duplication - Decreased redundancy

Faster information flow = need for greater flexibility

Goals → technology → outcomes

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Sharing Resources & Information: Behaviors

- Consistency of formatting
- Avoiding silos and "protecting" data
- Transparency – who decides who needs to know what when
- Developing processes for organizing
- Content, process, behavior
- "Leveling" time and distance to redistribute work loads

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Sharing Resources & Information

Shifting trend toward text-based communication:

- Advantages: Levels playing field...
- Disadvantages: Potential constraints due to differing capabilities involving individual devices and supporting infrastructure...

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Devices

Communication platforms:	Signal types:
<ul style="list-style-type: none"> • PC (desktop, laptop, net-book, etc.) • Tablet PC (iPad), • Smart phone (Blackberry, iPhone, Droid, etc.) 	<ul style="list-style-type: none"> • WiFi • 3G • 4G

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Activity I

Now, take a deeper look at one of the above devices doing some individual discovery research on the product. Perhaps you have used one of these devices. Which one do you think offers the most for a team's use?

HIT site visit question: What type of device have you found most prominent in your visit to an HIT facility? How were they using this device?

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Tools for Interaction

Asynchronous

- Basecamp
- Sharepoint
- Confluence
- Google Docs
- Blogger
- Wetpaint Wiki
- Facebook

Synchronous

- Adobe Connect
- Wimba
- Go-to-Meeting
- Elluminate Live
- Windows Live
- Skype
- Facebook

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Activity II

Now, take a deeper look at one of the above tools for interaction. Perform individual discovery research on one of the products listed in the previous slide. Perhaps you have used one of these products. Which one do you think offers the most for a team's use? Your instructor may pair you up with another student. Each partner should choose a different tool for interaction and build a case for its use in an HIT environment. Compare and contrast these two tools and try to reach agreement about the tool that is best.

HIT site visit question: What type of tool for interaction have you found most prominent in your visit to an HIT facility? How were they using this tool? Share these results with your partner from the above activity and perform a comparative analysis. How does each HIT facility deal with interaction?

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Tools for Collaborative Document Development

There are many web-based program available to support team collaborative document development. To follow are some examples.

Redliner	Drop.io
doingText	Socialtext
Kablink	E-tipi
Collanos	MemberHub
Pbworks	Colaab

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Tools for Collaborative Document Development

Redliner is becoming one of the more popular online tools to get around problems of controlling various versions of a document or work in process...



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Tools for Collaborative Document Development

Also on the document collaboration front, doingText has steadily grown into a robust, hosted platform...



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Tools for Collaborative Document Development

Kablinc is a free and open source collection of collaboration components that lets teams work offline and online...



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Tools for Collaborative Document Development

The motto of the Collanos Workspace free, open source collaboration platform is, ***“Think out of the inbox.”***



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Tools for Collaborative Document Development

- PBworks** suite of tools includes:
- In-app instant messaging,
 - Live notifications of changes to an organization's workspaces,
 - Live editing of documents
 - Voice collaboration...



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Tools for Collaborative Document Development

Drop.io is a free file-sharing service that is used by many editors and writers to easily upload files that can be shared with collaborators...



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Tools for Collaborative Document Development

Based on the concept of combining a wiki with a blog, **Socialtext** provides an enterprise-level group collaboration platform...



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Tools for Collaborative Document Development

e-tipi incorporates elements of Twitter, Digg, wikis and blogs to create a shared workspace through which ideas are fleshed out...



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Tools for Collaborative Document Development

MemberHub equips users with dashboards, discussion forums, shared calendars and many other tools for sharing ideas and collaborating...



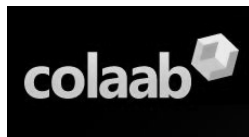
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Tools for Collaborative Document Development

Colaab offers a very feature-rich collaboration platform with a slick user interface...



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Tools for Collaborative Document Development: A Summary

- Impact on HIT processes
- No more “paper” trail – now immediate and permanent
- Initial discomfort by some people
- Needs commitment from top

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Activity III

Now, take a deeper look at one of the above tools for collaborative document development. Perform individual discovery research on one of the products listed above. Perhaps you have used one of these products. Which one do you think offers the most for a team's use? Your instructor may pair you with another student on this activity. Each partner should select a different tool and build a case for its use in an HIT environment. Compare and contrast these two tools and try to reach agreement about the tool that is best.

HIT site visit question: What type of tool for collaborative document development have you found most prominent in your visit to an HIT facility? How were they using this tool? Share these results with your partner from the above activity and perform a comparative analysis. How does each HIT facility deal with collaboration on document development?

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Tools to Measure Team Performance on Sharing Resources and Information

Ground Rules & Peer Evaluations

Action Plans & Project Evaluations

Client Feedback and Feedforward

Performance Evaluation Criteria

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Ground Rules & Peer Evaluations

1. Teams develop ground rules for members

2. Make sure rules meet SMART* criteria

3. Feedback and feedforward provided at regular intervals

* *Specific, Measureable, Achievable, Realistic, Timely*

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Action Plans & Project Evaluations

Teams develop and refine action plans Plans are reviewed at regular intervals End of project reviews are conducted

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Client Feedback and Feedforward

Identify key "client" representatives Request feedback and feedforward information at regular intervals Involve "client" in end of project reviews

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Performance Evaluation Criteria

Quality of Products and Services
Customer Service
Team Member Satisfaction
Employee Quality of Work Life
Productivity
Competitiveness
Profitability
Engagement of Staff

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Team Process Effectiveness Criteria

Greater number of ideas
More information considered
Higher quality of decisions
Higher acceptance rate of decisions
Higher motivation and performance levels
Offset personal biases and blind spots
More apt to be creative

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Activity IV

Develop and implement an assessment review of a recent team project that you have experienced. Use elements from the information provided above as you create and use your performance review. Be sure to include the ways that information was shared was structured into the process of the team performance.

HIT site visit question: What type of performance evaluation of team's ability to share resources and information have you found in your visit to an HIT facility?

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Conclusion

You have now gained an appreciation for a variety of collaborative tools that can assist team performance. You have also met the challenges in...

1. Demonstrating skillful use of collaborative tools and techniques
2. Developing a system to provide full transparency of key information related to actions of the HIT team.
3. Designing an information sharing structure that supports high performance and knowledge exchange.

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