

Managing Staff and Virtual Teams in an Online Workplace

Focussing, Doing, Achieving, Being
“hi tech, hi touch” meets “SAMR”
And, “never waste a crisis”!!



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Some Ground Rules

- Our core business, and our licence to operate, is assessment and certification (not actually teaching or training).
- Life must go on:
 - Despite the challenges of COVID-19, we are a process point in a large system that does not stop. Whilst industry might slow down, the flow of students through education does not stop that quickly.
 - Given that COVID-19 will be here for a while we have to transition from “holding the fort” to “business as usual”.
 - Going online exposes us to:
 - a global student body, and to
 - global competitors, some with very prestigious names and thus market power.



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hi tech, hi touch meets SAMR

- hi tech, hi touch:
 - use the technology to do all of the dull, repetitive, precision based functions in order to free you up to provide a high level of personal engagement.
- SAMR: use technology in increasingly sophisticated ways....
 - Substitute
 - Augment
 - Modify
 - Redefine
- So, what does this mean for us as:
 - Academics?
 - Academic Leaders?



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Focussing

- Now that the mad rush to get online ASAP is over, how do we get comfortable in the new digital space that looks like it might endure?
- Remember, assessment is our “special licence to operate”
- How do we protect that:
 - Against those without that licence?
 - Against those renowned global brands?
- How do we do our own education to address these challenges online?



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Doing

- Moving meetings (both 1:1 and group) on line is an obvious one.
 - But, are we just using a video and audio meeting app?
- What about:
 - the “transcript function” of the meeting app to take minutes?
 - dynamic document editing?
 - dynamic discussion groups?
 - internal chat bots?



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Doing

- Are we simply moving “paper” on line, or are “we” moving on line:
 - What about our forms? Are they process controlled database driven, or are they just WORD documents or *.pdfs with boxes?
 - How do we share reports? Are they simply paper forms that are emailed, or are they controllable dashboards that are centrally distributed?
 - Digital systems generate significant amount of data for tracking student performance and engagement.



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Achieving

- What does productivity and performance look like “on line”?
- Development and Deployment of:
 - Course, Curriculum, Pedagogy and Assessment (collaborative tools)
- Delivery:
 - Student feedback
- How are we assessing students – and managing our time?
 - Online proctoring, or
 - Online video demonstration, or
 - Online oral assessments



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Being

- Teams are made of people and we are still human and need interaction:
 - Routine:
 - Digital commuting:
 - morning and afternoon, and
 - between meetings.
 - Meeting “fringes”.
 - Engagement:
 - Daily: Virtual coffee.
 - Weekly: Friday afternoon virtual drinks (aka ZOOM Bar).
 - Monthly: trivia quiz night (KAHOOT is perfect for this) AND/OR digital “show and tell”.
 - Semester: curated on line arts events (art galleries, concerts, museums etc.)
 - Institutional Activities Events:
 - Stay at home fitness programs – especially those with data tracking and nice visualisations
 - Mental health counselling
 - Frequent Virtual Town Hall Meetings with staff and students
 - On campus streaming cameras – especially in an attractive setting (wildlife is fascinating).
 - Virtual Graduation Ceremony



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QUESTIONS, COMMENTS AND OBSERVATIONS



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