How Can We Use The Top Network To Support Young Top Facilitators On Their Facilitator Journey?
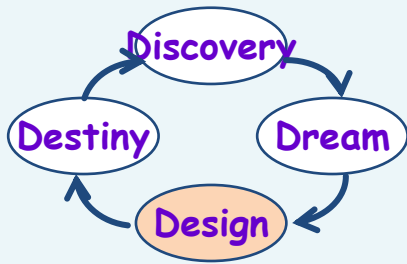
An Exploration Through Appreciative Inquiry

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Provocative Propositions for Key Design Activity To Support Young ToP Facilitators on Their Facilitator Journey:

RELATIONSHIPS: Every member feels connected, embraced, engaged, and valued.

COMMUNICATION: Every member is in the know. Communication flow in The Network is easy, inviting, and rich.

TECHNOLOGY: We embrace the use of cutting edge of technology tools that help our members engage, learn, and communicate with each other
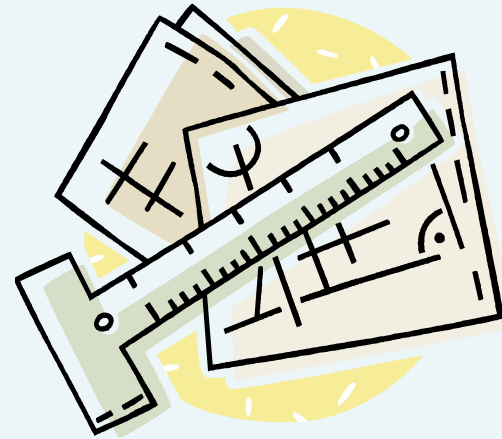
Design Elements

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COMMUNICATION:

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TECHNOLOGY:

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Our Thinking About Relationships

Thinking about Relationships and what we learned in the interviews, what do we need relationships to be able to do?
- Rapidly recognize new members and engage them in something of interest to them
- Create strategies for members to connect one on one and across areas of interest
- Provide all new members with a "buddy" veteran member
- We want people to WANT to be a part of our network, & know that this is the org that will best nurture them, provide the key relationships to grow in ToP methods, and stretch as the world changes. We want everyone to feel special.
- To help members connect with each other to facilitate or train together
- People need to feel heard and appreciated and special and good and like they have something to contribute to the Network
- When people are satisfied, they will recruit others and we won't have a need for member recruitment and member retention functions

How would members experience Relationships?
- Feel so terribly welcomed that you just have to keep going and live up to the welcome
- Folks would feel embraced, connected, and engaged. Informed.
- As a call to continuously stretch and improve
- Relationships among members would be deepened
- Veteran members call new members and get to know them personally and what their interests and needs are
- We'll know each other in personal and professional ways

Our Thinking About Communications

Thinking about Communication and what we learned in the interviews, what do we need Communication to be able to do?

- Connect with new members in a real way - perhaps partner new members with veterans - something not so formal as mentor, but to be a friendly helper to get them introduced and active in the network - including task teams
- Regular communication from the Network to the members - including the helpful notes Molly included in the last minutes about what task teams were doing
- Invite members to add ideas in discussion groups on Groupsite
- Teach every member how to best utilize Groupsite for communication from and with the Network
- Groupsite training and education (learn how it works and use it)
- Rather than only having task teams form learning teams around particular focus/topic

How would members experience Communication?

- Members would be receiving regular communication - feel connected
- When participating in Groupsite discussions, they can feel "heard" and involvement
- Folks feel valued & heard.
- Communicating is very easy -- and opportunities to connect across space and interests are legion
- Buddies to new members walk through Groupsite, how to get registered and how to retrieve information
- Easy to reach out for help on a question
- Members feel it is easy to engage with others

Our Thinking About Technology

Thinking about Technology and what we learned in the interviews, what do we need technology to be able to do?

- Minimize inefficient steps that create barriers to rapid engagement
- We need to be on the cutting edge. We need to always be looking forward, & not complacent with what we have now. We need to be responsive.
- Keeps us connected between annual meetings
- Allows people from disparate places in the network to not feel like they are alone and working alone
- Make technological tools "user friendly"
- Every member feels they can be connected to the network by way of all technological tools

How would members experience technology?

- Provide hands on opportunities
- Allows new members to ask their questions via Groupsite and in task teams
- Connects new people to veterans
- People would have the confidence to explore new technologies within our network. . . have a sense they are not alone. Have mentorship, camaraderie.
- Gets more work done - new members are engaged and participating task teams - helps then with communication and connection
- Tools are easy to use, requiring minimal effort.
- Tools address multiple skills -- social media helps make opportunities more democratic and accessible

Destiny/Delivery

- What can we do to keep this going? What can we build upon?

What is in Place? What Can We Build On? Themes

Stay abreast of and Use cutting edge technology	Engage the Network in moving forward	Connect with, listen to and support every member	Ensure members know how to connect	Communicate effectively using virtual tools
The Customer Fulfillment project	Share our PP statements with the whole network via a Groupsite eblast	Reach out to new members and make sure they feel connected, embraced, engaged, and valued,	Make Groupsite "training" formal	Formalize a "report to the network" from the task teams out there on Groupsite
Always have someone or team committed to R&D re: technology advances	Share our PP & work with the membership team!	Create a welcome aboard process for new members -- they receive a personal call with a focused conversation to surface needs/wants/contributions	Offer it [Groupsite training] every first Tuesday or something - and see who shows up and what questions people have	Continue regular, all member calls --
Have a group meet - how can we make iPads work for us in facilitation efforts?	Decide about Groupsite being the right networking site and how we will continue to manage the site	Veterans "buddy up" with new members one on one	Ensure every member knows how to use Groupsite and we keep a record of who is instructed and by whom	maybe all member calls become bi-monthly instead of quarterly
Perhaps a tool exchange group meeting regularly	Continue JAM sessions with all new technological tools that we try out and/or embrace	Ensure we have a solid communications plan with members (this year, no communications team)		Veterans who attend [all member calls] approach new members to encourage them to attend
		Seek input from members about how they experience us and out tools and use that information to continue to enhance process and technology		Get the regular weekly jam sessions back on track - happening every week or two weeks - we have a new crop of people wanting to learn