Boosting Collaborative Intelligence within project teams and communities

How to reflect together remotely, in both a transverse and intercultural context

Objectives

This course aims at developing the **collective performance** of project teams or communities working as **networks**, and this means transverse, intercultural and remote work. Our goal is to define a framework for achieving **improved collective efficiency** through both face-to-face and virtual, synchronous and asynchronous, relations.

The course focuses on simulation exercises and interactions between participants to help them make advances in the way they function within their organizations.

Rather than provide a broad and academic review of issues, or a catalogue of benchmarks and managerial theories that will be forgotten by the end of the course, we prefer the presentation and implementation of simple methods that will enable the group to make immediate progress. It is therefore an action-course.

Faculty

Olivier Zara is a management consultant, fellow of the Boostzone Institute and author of the book Le management de l'intelligence collective (Managing collective intelligence).

Participants

Senior management in private or public organizations.

Project leaders, community managers.

The number of participants is limited to 12 (minimum of 6 participants for a session to be held)..

Collective Intelligence

Program / 1 day - 7 hours

Part 1: Living a collective intelligence experience

- Introduction to the issues of networking
- Types of meetings and facilitation techniques: information, coordination, reflection, creating
- Two techniques for leading collective-reflection meetings: level 1 (low attainment-goal complexity) and level 2 (high goal complexity).
- How to organize intellectual cooperation: integrating meetings in a broader process of collective-intelligence management. Presentation of the AXIO matrix: how to connect intelligence and knowledge to achieve an operational objective
- Practical exercise on one to three cases.

Part 2 : Interculturality in a process of collective reflection and decision-making

- Cultural intelligence and collective intelligence
- Typology of conflicts
- Benchmarking levels of action, dominant conflicts and appropriate responses
- Identification of appropriate and inappropriate behavior based on the specific group culture

Part 3 : How to articulate the virtual and the face-to-face

- Diagnosing the group's problems vis-à-vis Web 2.0
- Typology of tools and inventory of available tools
- Good practice / bad practice: e.g., True data capitalization vs. Overloading a document's base; how to put this process into perspective with the AXIO matrix
- When and how to integrate Web 2.0 tools into work processes

Methodology

- Specific tools and methods
- One to three collective coaching simulations. The emphasis is on collective coachings, because it is the "All in One" in the art of networking. The exercise itself will bring to light inappropriate behavior.
- Exchanges between participants; the facilitator provides everyone with personalized responses