Group Development and *Tuckman's Model* in the Virtual Domain

EFFECTIVE VIRTUAL CONVERSATIONS

Stage	What's Important	Virtual Nuances	Considerations	Things to Make Sure You are Doing	Activities You May Want to Use
FORMING In this stage, we are helping the group explore the What?	Safety, expectations, clarity around what the program is about. Getting people to connect and/or share their WIIFM.	Group/team members can't see each other. Geographically dispersed. Different realities and priorities. Notice how people are engaged in the virtual realm—video versus text only interaction. Creating of a shared group portal or "go-to place" for resources can be important.	WOW – Ways of Working. Focusing on connecting the group. Choosing platforms and considering synchronous and asynchronous** connections. How do people want to connect? How do you ensure privacy? Confidentiality agreements.	Clarifying what is expected. Group norms. Connections amongst groups. Reviewing. Checking how to share personal information with each other. Discussing confidentiality or how information is shared.	Activities to create trust and connection such as: Personal Logos Coins Vision/Values Assessments Goal Setting
STORMING In this stage, we are helping the group explore the What? So, who are we? What's this all about?	Figuring out roles, how we want to operate, how this connects with me.	Greater likelihood of disconnection. Greater opportunity for the anonymous factor, or, they can't see me to kick in or people to disengage.	There may be a lot of variances regarding culture and language. Notice differences in how people approach, and are comfortable with, conflict.	Normalizing conflict. Reinforcing the Ways of Working.	Normalize functions, tasks, decisions. Appreciation. Best team. What's holding the team back? How to have difficult conversations or working across differences – Prioritization. Style Assessments – MBTI and DiSC.

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Upcoming programs include the Virtual Facilitation Essentials (offered quarterly) and the Virtual Facilitation Intensive (15 hours).
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NORMING In this stage, we are exploring What? What's acceptable? Who we are?	Planning, roles, figuring out how you really want to work.	Individual norms and collective norms. Making explicit distinct roles, ways of working, norms. Is there an evolution of new shared group/team culture?	How do we want to operate together?	Building trust. Getting people into deeper dialogue with each other—Using breakouts regularly. Clarifying roles and responsibilities. Deepening identity of the group.	Values and behaviors.
PERFORMING In this stage, we are exploring Acceleration. What's working? What will keep momentum going?	Getting the results in place.	Participants will be performing in isolation from others and could benefit from pause to look at what support they need.	Resourcing, roadblocks, enablers. Systems and structures that will sustain the work.	Creating opportunities for reflective pause. Creating opportunity for people to share their commitments and update each other in a way that does not just have to be a 30 second soundbite.	Keeping energy moving. Troubleshooting. Planning for celebration. Use the work (and structures) they are undertaking.
ADJOURNING In this stage, we are helping the group articulate Now what?	Wrap up. Sustainability. Evaluation.	Last time together. Application to local context.	Closure. Feedback. Evaluation. Lessons learned.	How do you want to stay connected? Where can you access the materials? For how long?	Spiders Web. Acknowledgement. Action Planning: One Page Plan and Commitments Evaluation. Learning takeaways.