Facilitation Remote Meetings with Mural

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What had we tried

Setting up Google Slides with preformatted boxes to act like stickies.

Template whiteboard - Duplicate me
Why?

> I didn’t know enough about the products to write meaningful requirements.

> Play to learn some.

> Use to learn a lot more.

“The challenge with hybrid teams is that they tend to exclude remote colleagues. Facilitators must work to involve everyone.

As Dave Malouf, designer and founder of the IxDA, says: “If one person is not in the room, no one is in the room.”

From The Definitive Guide to Facilitating Remote Workshops (link on Mural site).
My Experience so far:

Itana Wiki Refresh WG
- Multiple Days
- Good Sized Group
- Consistent Interaction
- Multiple Facilitators

API Management Session
- Simplified Session
- Second Session
- More People Had Experience
- Simplified Mural

Future of SIS Session
- Too Complex
- Newbies
- Too Complex of Mural Set-up
## What is Mural?

### As An Architect...

- **Virtual sticky note tool**
- **Designed by designers**
- **Design-Thinking Driven**
- **Has lots of templates**
- **Collaborative by design**

### As An Architect...<br>
**... I want to build or define an EA practice so that...**

- As an Architect, I need to understand the context, culture and insanity of the University so that I design the right approach to EA.
- As an Architect, I need to know who is a champion who can help me build my practice.
- As an Architect, I need to understand my customer’s needs so I can deliver value.
- As an Architect, I need to demonstrate success and show the value to maintain and build support.
- As an Architect, I need to build a consensus across campus in order for change to occur successfully.

### As An Architect...<br>
**... I want to mature my practice and increase influence so that...**

- As an Architect, I need to help IT throughout campus set priorities.
- As an Architect, I need to help compress IT’s IT priorities so that we make effective and timely decisions.
- As an Architect, I need to build an effective change management practice to successfully lead initiatives.
- As an Architect, I need to ensure the work produces my practice reaches the relevant end consumer by decision makers.
- As an Architect, I need to develop and deliver a compelling message to build followers.

### As An Architect...<br>
**... I want to architect the portfolio so that...**

- As an Architect, I need to help a team build a strategic road map that delivers the greatest architectural and strategic value.
- As an Architect, I need to help them assess if IT solutions leverages the greatest architecture and strategic value.
- As an Architect, I need to identify gaps and build value in IT solutions that never can be achieved if our investments and service catalog.
- As a new aspiring architect, I need to identify synergies in IT projects to manage resources more efficiently.
- As a new aspiring architect, I need to help design and sell the value of a portfolio and deliver the greatest value.

### As An Architect...<br>
**... I want to understand architecture skills and context so that...**

- As a new aspiring architect, I want to understand the different types of Architectural domains.
- As an Architect, I need to know the value of the portfolio context and value.
- As a new aspiring architect, I need to know what skills are the most important skills to put me on my journey.
- As a new aspiring architect, I need to understand how to speak the language at the business decision maker.
Lessons from Itana Wiki Refresh

> Having two facilitators (or more) is really helpful.

> Multiple days in a row lets participants get into the tool.

  — Multiple days. Intro to Mural session prior.

> You can expand the board as you need. But - boards get really big and stickies stay small. Make pseudo-stickies to test size of layouts.

> Set up a “parking lot” area on your board.

  — Think about working space vs. ideation / storage space

> Set up activity areas on your board. Leverage the Outline feature to guide users.

> Voting is cool. Screen grab to export results.

> Export to text is cool
Lessons from Future of SIS

- **Way** to complex for a 50 minute session
- Too many **Newbies**. Not enough **Users**. (No Intro Session)
- People didn’t do the (30% did the homework)
- Links out of Mural are confusing and not obvious
- Multiple boards (1 for each breakout) was too difficult to navigate and difficult to set up (create each board, set up permissions, link back).
  - Mural best practice / reality not so much
Mural Board: **Future of SIS**
Lessons from API Management

> Greatly simplified the session
> Fewer Newbies
> More people did the homework (70%)
> Rupert Berk helped facilitate from the side
> Voting worked well
> Skipped the multiple boards (Everyone on in main board)
Mural Basics

- **Double Click** will Create a New Sticky
- **Shift-Drag** will let you select an area
- **Option-Drag** duplicates a selected object

Control-Z will undo. BUT - you cannot be editing text in an object. (Click on white space first)

You can duplicate this Mural as a playground for people in your session. Elements are **NOT LOCKED** in this template. You will want to delete end or edit then lock the template before you share.

**Pilot members:**
- Feel free to add to the helpful hints portion of the Mural.
- A good practice is to give attendees an Ice Breaker that makes them use Mural before your session. For Itana Wiki Refactor, we had people come into an area, add a shape, add their name, and add a picture or two that describes them. We then had everyone introduce themselves using their pictures and tell why they picked them.

**Best Practices:**
Set up your Mural then do a Select All - control-A or shift drag the whole board, right click, select Lock. Only Facilitators can unlock to prevent attendees from editing / moving / deleting layout elements.

Make a separate Mural Board (from your Main Board) as a playground for new users to play in (copy this and let them play). This will keep your Main Board from having stickies all over the place as people try to figure how to do Mural. There is a learning curve - it isn't steep but it is there.

Permission controls are not great. I will make my Main Boards password protected going forward. I will share the link and password with attendees. This is something to provide feedback to Mural about.

**To set up a session:**
Make a Public Room in Mural. Copy this Mural Board into the room and delete all this stuff leaving what you want. Go to Share and Visitors and set the permissions on this board. Be sure that Visitors can Edit. Set a Password (if you want). Rename the board - Playground or Practice or something.

Create the Board for the Session you can use this as a template or one of the many templates provided. Set up your working Board then do the Lock - Only Facilitators step. Set your permissions like board above.

In Breakouts - here one person in the Breakout contribute to the Working Mural Board - Mural says to make a Board for each breakout room. This is a pain and doesn't actually work very well.
Playground Board

Sample Board

Password: Itana2020

Export Doc
Mural Accessibility:

The UW Accessibility team is working with Mural on accessibility. They have some things in place - high contrast, etc.

They seem really open to engaging with our team and really happy to have help.
Mural Resources:

Mural has a ton of templates to build on (inspiration)
Remote facilitation guide ebook is quite good
Mural has a lot of tutorials and videos too
Discussion
Agenda

1. **Roll Call** (by time zone - East to West)
   a. Scribe Shout-out - It's easy to scribe: [How To Scribe Itana Notes](#)

2. **Main Topic**
   a. Facilitating with Mural - Jim Phelps

3. Itana Business
   a. No Face2Face 2020
   b. Itana Wiki Refactor Leadership: Mona Guerra, Yolanda Uzzell
   c. Working Group Check-Ins
   d. Steering Committee Updates
      i. Coaching and Mentoring
Open Discussion