

# DiGiPort

*Collaboration through digital technologies*



Co-funded by the  
Erasmus+ Programme  
of the European Union



**AGITATEUR NUMÉRIQUE**  
DEPUIS 1999



**CITIZENS  
IN POWER**



innovation hive



**ASSOCIATION HEXAGONALE**  
de l'Innovation Sociale et de l'Éducation



Фондация на бизнеса за образованието

## Partnership



Co-funded by the  
Erasmus+ Programme  
of the European Union

# Table of Contents



1. Introduction
2. Learning outcomes
3. Theory
  - 1. Communication and project management
  - 2. File hosting and knowledge management
  - 3. Decision making
  - 4. Ideation and creativity
  - 5. Teamwork organization
  - 6. Productivity & Time management
  - 7. Performance management and appreciation culture
4. Examples/Good Practices
5. Quiz
6. References

# Introduction



How to use digital tools and technologies for collaborative processes, and for co-construction and co-creation of resources and knowledge.



# Learning outcomes



**UNDERSTAND** what is collaboration through digital tools and technologies and why/how it can be useful.



**KNOW** the existing digital tools and technologies for collaborative processes.



# Learning outcomes



**CHOOSE** the most appropriate digital tools and technologies for collaborative processes depending on your own context and stakeholders' needs.



**USE** appropriate digital tools in an efficient manner to facilitate collaborations in complex contexts.



## DEFINITIONS

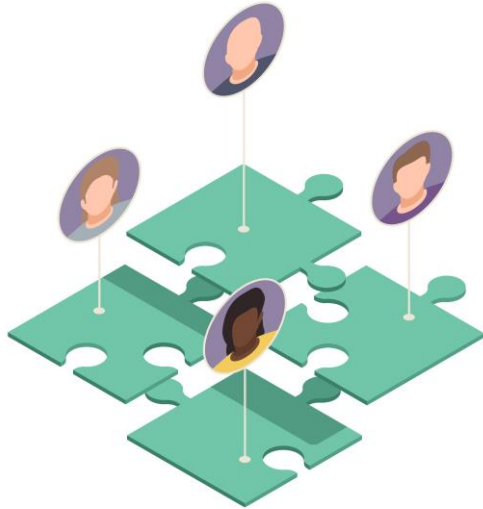
Collaboration : the process of two or more people or organizations working together to produce something, to complete a task, or achieve shared goals.

Team collaboration : a communication and project management approach that emphasizes teamwork, innovative thinking and equal participation to achieve objectives.

Digital collaboration : getting things done using digital devices and technology. It can include anything from tools, apps, software, procedures, processes, or a completely new methodology.



## WHY are we talking about digital collaboration ?



The highly digital world we live in offers important opportunities and risks to be taken into account. With digital collaboration we can be more inclusive, efficient, and collaborate in a more agile way.

But it is important to stay aware of the existing digital gap, the illiteracy of the 21st Century, in terms of education and access. That is why it is fundamental to know, analyse and choose the appropriate tools. Without this, it might not reach the desired efficiency and inclusivity.





Digital collaboration is not just about introducing new collaboration tools. It is a **fundamental shift in the working mindset** of a team or an organization in the hopes of facilitating improved inclusion, efficiency and workflow.

It's about new ways of working that can make collaboration clearer, faster, easier, smoother or more creative for team members, even when they are working from different physical locations.

It improves workplace communication, collaboration, content management, document management, and information flow.





## 1. Communication and project management

Initially, digital collaboration started with emails, allowing people to communicate remotely, quicker than mail, attaching documents and copying several people. Email has progressively revealed its limitations and even emerged as a source of information overload and environmental pollution. Many companies have adopted chatting tools as alternative communication channels. With those, conversations can occur through comments, direct messaging, status updates, and topic threads.

Examples of tools for communication: Emails, Microsoft Teams, Google Workspace, Slack, Wrike, Teamwork

Video conferencing: Zoom, Google Meet, Teams, Skype

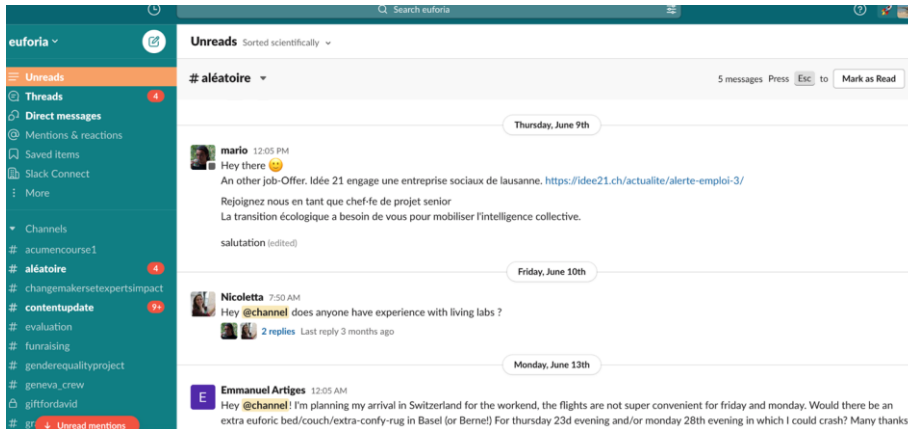
Produce documents together: Zoho Docs, Google Sheets, Google Docs



## Let's look closer at one tool for communication and project management



Slack is a tool that can replace emails within a team and help you manage a project in a transparent way. You can create threads of communication, tag people, have smaller groups, etc. It is a good tool to use in combination with Trello which specialises in project management.



## 2. File hosting and knowledge management

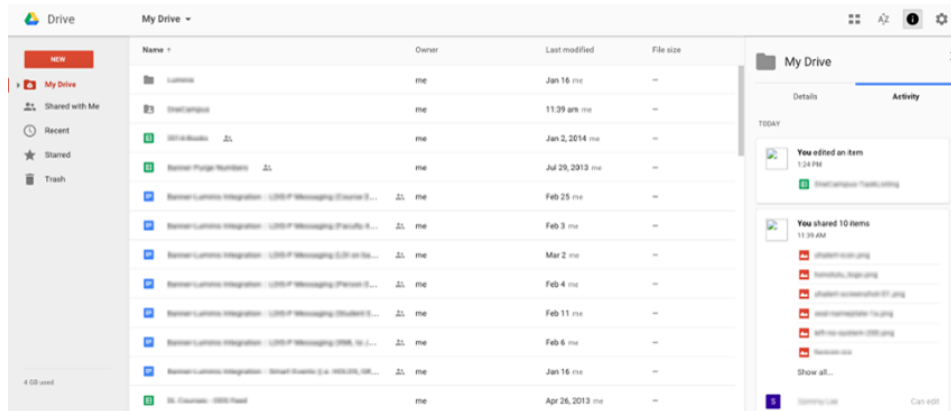
A file-hosting service, cloud-storage service, or online file-storage provider is an internet hosting service specifically designed to host user files. A big part of digital collaboration is sharing and accessing documents in real-time. Before having a single place to store all of the work-related data, it could take hours to track down the right versions of important work files. Moreover, when team members don't have access to the same file versions, it can create confusion and affect the work greatly. By creating a central repository for storing all documents and files, you can make sure everyone in the team has access to the right data and file versions they need to manage their work seamlessly.

A knowledge management tool can be any digital tool that stores information, keeps it organized, and allows users to search and interact with it. Organizations use them to share information both externally and internally. It can also be a learning management tool, a customer relationship management tool or simply a knowledge base.

Examples of tools: [Zoho Docs](#), [Box](#), [Google Drive](#), [Dropbox](#), [OneDrive](#)



# Let's look closer at one tool for file hosting and knowledge management



Google Drive enables you to have a space where files are stored and accessible to whoever you have given the access to. You can create documents (excel sheets, word documents, power points, etc.) that are online and editable by several people at a time. You can restrict the document accesses you give in order to ensure the confidentiality of some files, and choose between team or individual Drives.

### 3. Decision making

Making important decisions is critical for any organization or team to succeed. However, making wise decisions as a group can be quite the challenge, especially if these decision makers aren't in the same location.

There are existing solutions for collaborative decision-making that makes it easy for anyone to participate in decisions, and helps groups make the best decisions together. It avoids tedious meetings and endless email chains. People can participate on the web, email or mobile, in their own time. There are various discussion formats and styles, polling and decision-making tools to allow groups to decide next steps fast, firmly and fairly.

Example of tools : [Loomio](#), [1000minds](#), [Cloverpop](#)



## Let's look closer at one tool for decision making



A screenshot of the Loomio web interface. The top navigation bar includes a search icon, a 'Log in' button, and a user profile picture. The main content area is divided into three columns. The left column shows a discussion titled 'What should we do about that vacant lot on Garrett St?' started by Jon Lemmon, with a 'Share' button and a 'Write a comment...' input field. The middle column displays a proposal titled 'Let's turn the vacant lot into a community garden!' by Hannah Salmon, with a 3-day deadline and a pie chart showing 6 votes. The right column shows a 'Garrett St. Gardening Coop' with an 'Invite' button and a list of activity updates, including a proposal closed by Alanna Krause and a discussion about a sign for the coop.

Loomio is an online platform where you can progress discussions, make decisions and build shared understanding on topics. It is a great tool if you want to have participatory and inclusive decision making in an efficient way. Indeed, it enables people to give their point of view without having time-consuming processes. You can easily give different decision-making powers to members.



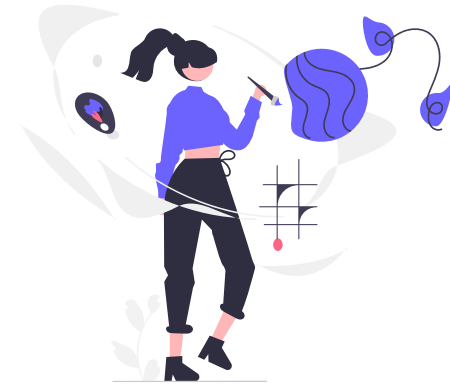


## 4. Ideation and creativity

Ideation tools can make the process organized to translate ideas in better form. The visuals and features of ideation tools can bring clarity to the bumbled-up ideas. Thus, unleashing creativity, facilitating brainstorming and co-creation, and accelerating the further steps in the design thinking process.

There can be different tools such as whiteboards, digital flipcharts, brainstorming tools, mindmaps, storyboards, etc.

Examples of tools: [Miro](#), [Microsoft Whiteboard](#), [Concept board](#), [MindMeister](#), [Mural](#)





## 5. Teamwork organization

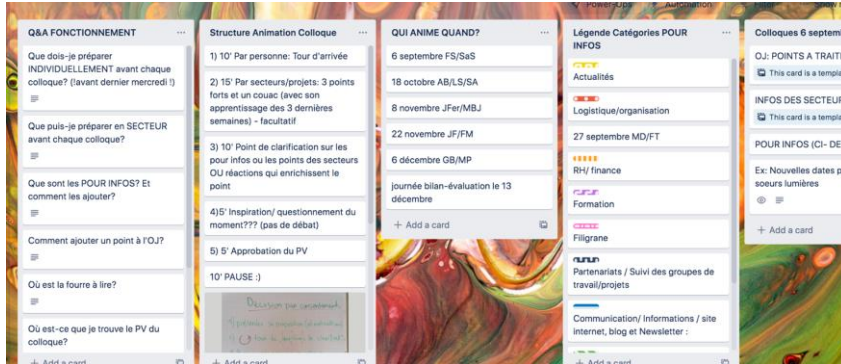
Teamwork organization and project management tools are visual tools that can empower a team to manage any type of project, workflow, or task tracking. It allows you to plan your tasks and projects, indicating areas of priority and setting tasks in a hierarchy.

The main benefit is the inbuilt ability to collaborate, manage team members and assign and delegate tasks to other people. It's easy to see when a task is sequential and for everybody to know what needs doing and what the sequence is. It is great for bringing clarity and increasing accountability.

Examples of tools: [Microsoft Teams](#), [Google Workspace](#), [Slack](#), [Wrike](#), [Teamwork](#), [Trello](#), [Clickup](#)



## Let's look closer at one tool for teamwork organisation



Trello supports you to collaborate, manage projects, and reach new productivity peaks. It is a perfect place to for instantly organising your action plans, to measure your deliverables or organise your team meetings.

In a context of home office this makes your to do lists available everywhere and shareable with your team. You can tag people, have deadline, use color codes and move things around.



## 6. Productivity & Time management

Time management tools help organize, schedule, and prioritize tasks and projects. They are useful in tackling deadlines, making the best use of resources, and managing deliverables with focus.

You can find simple time-tracking software with a user-friendly interface which monitor time spent on a project or task, clock-in & clock-out board. You can also produce reports of your time spent per project, form teams, manage and assign roles, assign managers, define projects/tasks for teams, and goal-management features.

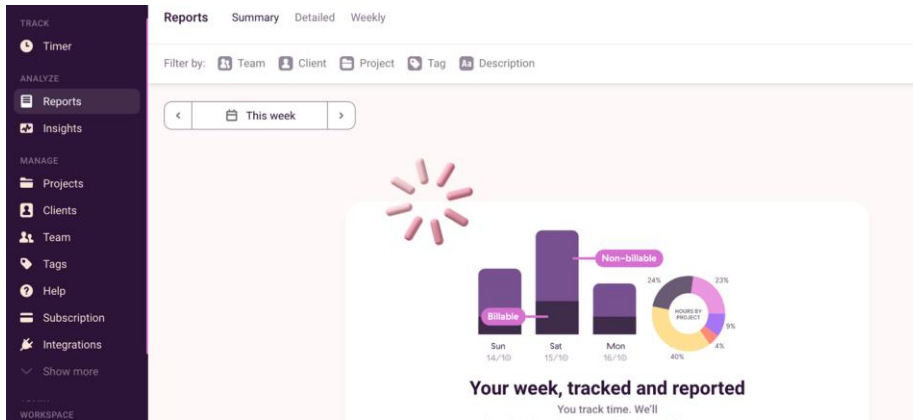
Example of tools : [Toggl](#), [Clockify](#), [Monitask](#), [Harvest](#), [15Five](#), [Shared Calendar](#).



designed by freepik



## Let's look closer at one tool for productivity and time management



Toggl supports you to time track your several activities in groups or individually. You can easily create reports to see how much time you have spent on an activity or a project. It is possible to create groups on a same projects to sum up easily your time tracks in a reports.



## 7. Performance management and appreciation culture



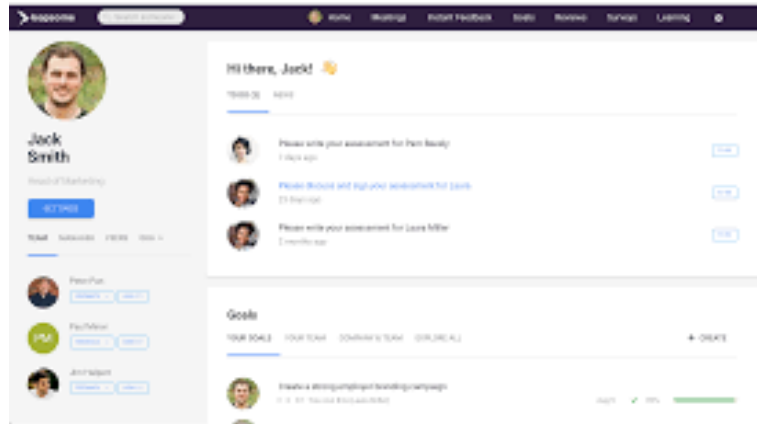
These tools are commonly implemented by HR departments to support manager-level staff throughout various departments. It enables managers to conduct performance reviews, maintain a record of discussion topics, establish goals, and facilitate 360-degree feedback.

A culture of appreciation at work occurs when people feel valued as humans and are recognized for their accomplishments and the goals they've achieved. To foster this type of working environment, employers have to make a deliberate effort to empower employees and provide emotional safety. Digital feedback tools allows to bring people closer even when geographically distant.

Examples of tools: [Leapsome](#), [Culture Amp](#), [Motivosity](#), [Hirebook](#), [HelloTeam](#)



## Let's look closer at one tool for feedback and appreciation culture



As a people management platform, Leapsome combines tools for Goals, Performance Reviews and 360s, Learning and Onboarding, Employee Engagement Surveys, Feedback and Praise, and Meetings.

Leapsome enables you to organise your objectives and share them within a defined group. And in order to support each other you can share feedback with people at any moment. Sharing positive feedback and encouragements within your team contributes to creating a culture of appreciation.





## ALTERNATIVE OPTIONS

By now, you have probably understood that there is a myriad of digital collaboration tools. You have plenty of choices depending on your needs.

To make your choice, you can use AlternativeTo. This website lists alternatives to web-based software, desktop computer software, and mobile apps, and sorts the alternatives by various criteria. You can search the site to find what you are looking for, including free alternatives such as a free web application which does not require any installation and can be accessed from any browser.



*Nota bene :*

Do not forget that working more efficiently and increased productivity does not necessarily mean being able to achieve more work but also being able to have more **free time** for you, your physical or mental health, people around you or the planet



Enjoy !



# Good Practices



## STEP 1: STAKEHOLDERS' ANALYSIS

In order to choose which digital tools to use, you need to conduct a short stakeholders' analysis.

Here are guiding questions to help you understand and list your teams' needs:

- Who is your team ? Who is it composed of ?
- What is the current digital culture ?
- What are the fears and resistance they may have ?
- How is their access to internet ?
- How is their education to digital tools ?
- What are the main aspects of your collaboration that need to change ?

Once you have answered these questions, have a look at all the tools presented and choose the ones the more appropriate to your needs.



# Good Practices



## STEP 2: ACTION PLAN

Now that your analysis is done and you have decided which tools you need, let's create an action plan to implement your decisions ! Our advice is to make sure you create a pilot with a small team before you launch it in a bigger context : Start small and then adjust !

Here is a template for your action plan :

- What will you do ?
- Who you will you do it with ?
- When will you do it ?
- How can I make it fun ?

# Good Practices



- How will I include people in the process of adopting this new tool (interview, group presentation of the tool with Q&A, feedbacks loops on the tool, small pilot group to assess it, etc) ?
- What are the risks I need to be careful of ?
- Is there some people that might be excluded by this for physical, economic or other reasons ?

Now you are ready to start using your new tools :)





# Example



Julia is a member of a youth organisation which trains young people to organise a 3 day workshop for young people to get inspired to create innovative and impactful projects. Julia and her friends gather in a team and decide to organise this inspiring workshop in their hometown. They have 6 months to prepare the workshop. During their first meeting, they discuss the roles each of them wants to take on during this organisation process. Julia picks the coordination of the team. In that role, one of her first accountabilities is to set up all the tools they will need to use as a team in the next 6 months.

That is when Julia starts to conduct her **stakeholders' analysis**.

Her team is composed of young people (20-25yo) who are spread out in different cities because of their studies and internships. They all have a good internet connection and are comfortable with digital tools but they may be a little reluctant to use a new tool that does not seem intuitive to them.

# Example



After discussing it together, the main needs that emerge are:

- Have one centralised platform they can use and update during their coordination meeting with roles, accountabilities and tasks.
- They are not really into Word Documents or loose sheets of paper for Meeting Minutes that they know they will have difficulties to do the follow-up on and are not visual enough.
- Have somewhere they can communicate on in-between meetings
- A platform where they can add links, pictures, etc
- Where they can add to-do lists and tag each others
- A platform they can set up reminders and notifications

# Example



## Action plan :

Based on the needs expressed by the team, Julia decides to pick Trello that she has used before during an internship, and found it very useful for team and project management. She sets up the Trello board for the team.

- As she is the only one familiar with the tool she decides to organise a “Trello apéro”. They plan an evening together to meet around drinks and foods during which Julia do a short presentation about Trello, fun quizzes about the features, a simulation and a Q&A session in a friendly and fun atmosphere.
- They decide to do a trial for 2 months with Trello.
- After the first two weeks of uses she plans to have individual sessions with people who do not feel comfortable or enthusiastic about it to help them understand better how they can make the most of this platform and fix the difficulties they are encountering.
- At the end of the 2 months trial, during a coordination meeting, they will decide altogether if they are happy with this tool or if there are better options for them.



# Quizzes



## LET'S PLAY A GAME :

Click [here](#) and drag and drop each logo of digital tool into the correct area.

If you don't recognise the logos, or if you need to, feel free to search the Internet ! The whole point is to keep learning more and discovering new tools which could be useful.





# Quizzes



## A FEW QUESTIONS TO SEE WHAT YOU HAVE LEARNED (TRUE OR FALSE) :

1. The highly digital world we live in offers important opportunities and risks to be considered.

True

False

2. With digital collaboration we can be more inclusive, efficient, and collaborate in a more agile way.

True

False

3. What is an example of a tool for communication?

A) Microsoft Teams

B) Google Workspace

C) Zoom

D) Wrike



# Quizzes



## A FEW QUESTIONS TO SEE WHAT YOU HAVE LEARNED (TRUE OR FALSE) :

4. What is an example of a tool for video conferencing?

- A) Google Docs
- B) Teamwork
- C) Skype
- D) Slack

5. What type of tool could be used to facilitate brainstorming and co-creation?

- A) Whiteboard
- B) Digital flipchart
- C) Storyboard
- D) Mindmap



# Quizzes



## A FEW QUESTIONS TO SEE WHAT YOU HAVE LEARNED (TRUE OR FALSE) :

6. What is the best way for a group to make decisions?

- A) Through tedious meetings
- B) Through email chains
- C) Through collaborative decision-making tools
- D) Through phone calls

7. What is the first step in choosing which digital tools to use?

- A) Conduct a stakeholders' analysis
- B) Create an action plan
- C) Have a look at all the tools presented
- D) Make sure you create a pilot



# Quizzes



## A FEW QUESTIONS TO SEE WHAT YOU HAVE LEARNED (TRUE OR FALSE) :

8. What is the best advice for implementing your decisions?

- A) Create an action plan
- B) Make sure you create a pilot with a small team
- C) Have a look at all the tools presented
- D) Conduct a stakeholders' analysis



# Quizzes



## **A FEW QUESTIONS TO SEE WHAT YOU HAVE LEARNED (OPEN ENDED QUESTIONS) :**

1. What are the advantages of digital collaboration ? (List 3 or more)
2. What are the main risks to take into account when using digital collaboration ?
3. Mention 5 digital tools and their specific use ?
4. Name a tool used for ideation and creativity.
5. Name a tool used for decision making.
6. What is the digital gap or divide ?
7. Why is a need analysis is important for your stakeholders before implementing digital collaborations or solutions ?
8. Name 5 aspects to take into account for your stakeholders before implementing your action plan.

# Quizzes



## ANSWERS :

1. Inclusivity, efficiency, agility, clarity, faster, easier, creativity, remote collaborations.
2. Without taking into account digital education and access, the desired efficiency and inclusivity might not be reached.
3. See slides 9 to 23.
4. Miro, Microsoft Whiteboard, Concept board, MindMeister, Mural.
5. Loomio, 1000minds Decision Making, Cloverpop.
6. New forms of social inequality derived from the unequal access to the new information communications technologies, by gender, territory, social class, and so forth.
7. To make sure not to exclude anyone and that the tools you choose are the most appropriate to meet the needs of your team.
8. Your team composition, digital culture, fears, access to internet, aspects which need change



# References

[How Digital Collaboration in the Workplace Improves Workflows?](#) Bit.ai Blog

[How Can Digital Collaboration Change The Way We Work in The Future,](#)  
kissflow

[Definition team collaboration,](#) TechTarget

[Digital collaboration, Delivering innovation, productivity and happiness,](#)  
Deloitte

<https://alternativeto.net/>

<https://www.igi-global.com/chapter/digital-divide-education-knowledge-society/17643>, The Digital Divide in Education in the Knowledge Society