



Elizabeth Lomas

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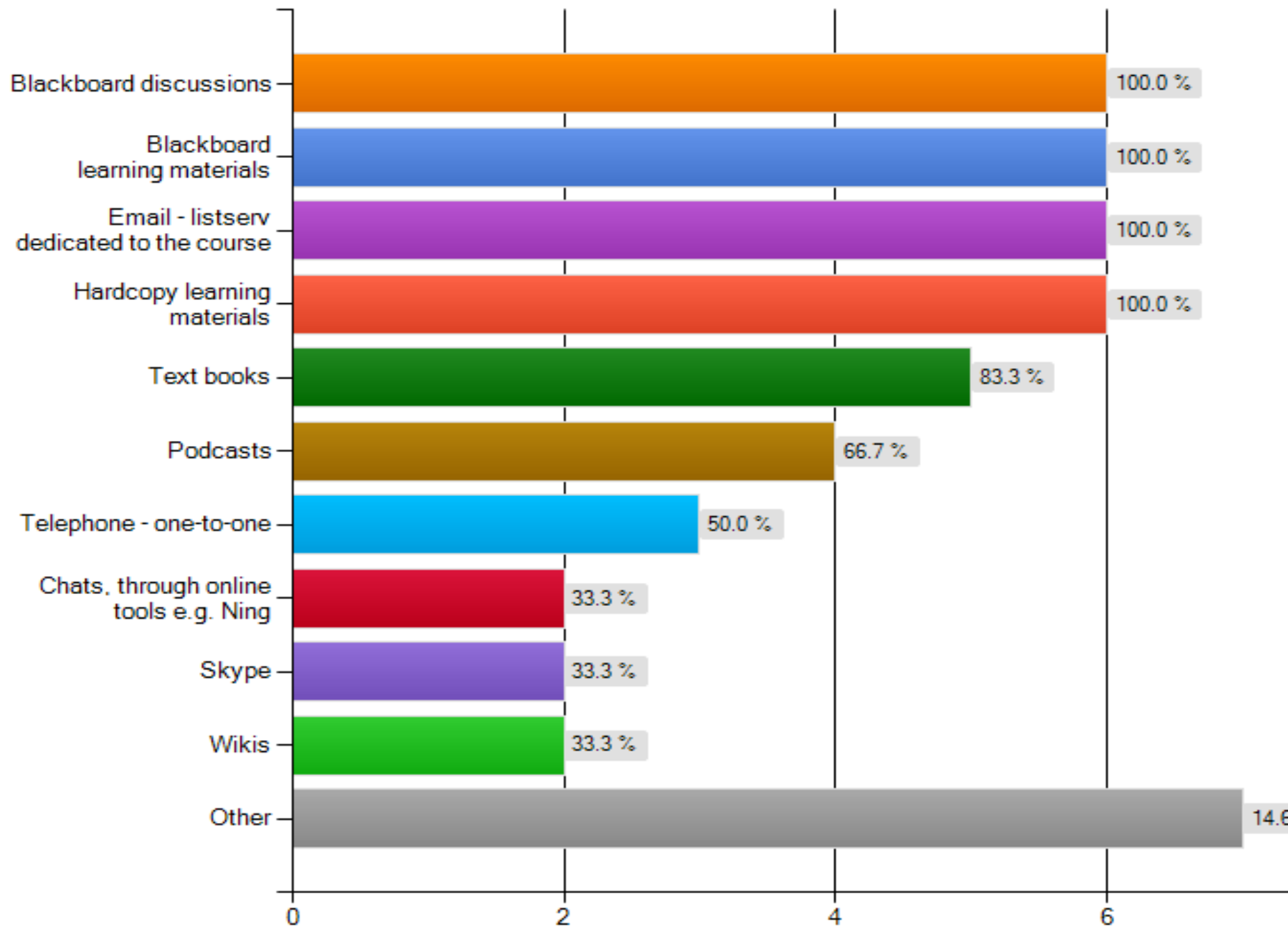
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Continued communication...

Research aim:

Enabling organisations to maximise information potential within [computer mediated] communications

taking into account the impact of the individual



Tools of choice

- Blackboard discussions
- Email/listservs
- Telephone

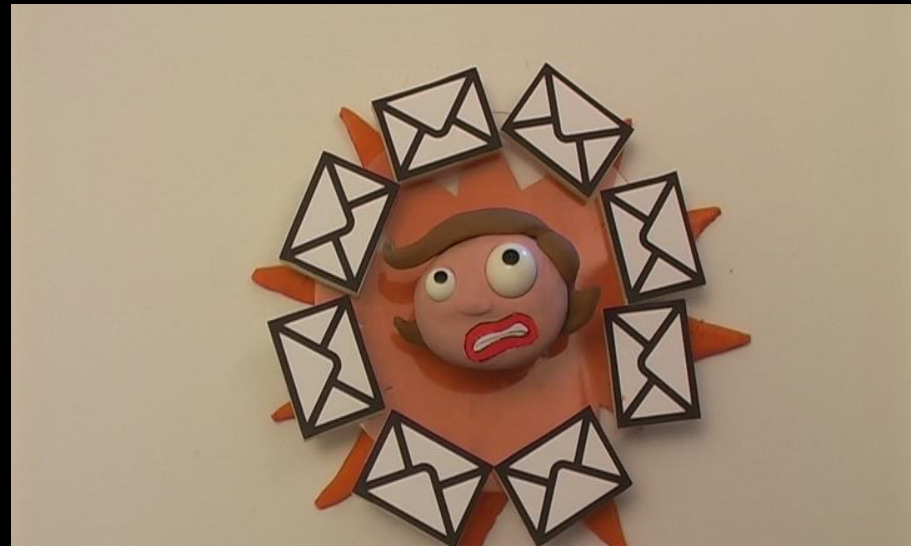


Continued communication...

- Current communication practices
 - *Complexity*
 - *Purpose*
 - *Business*
 - *Audience*
 - *Platform*

Continued communication...

➤ Outputs

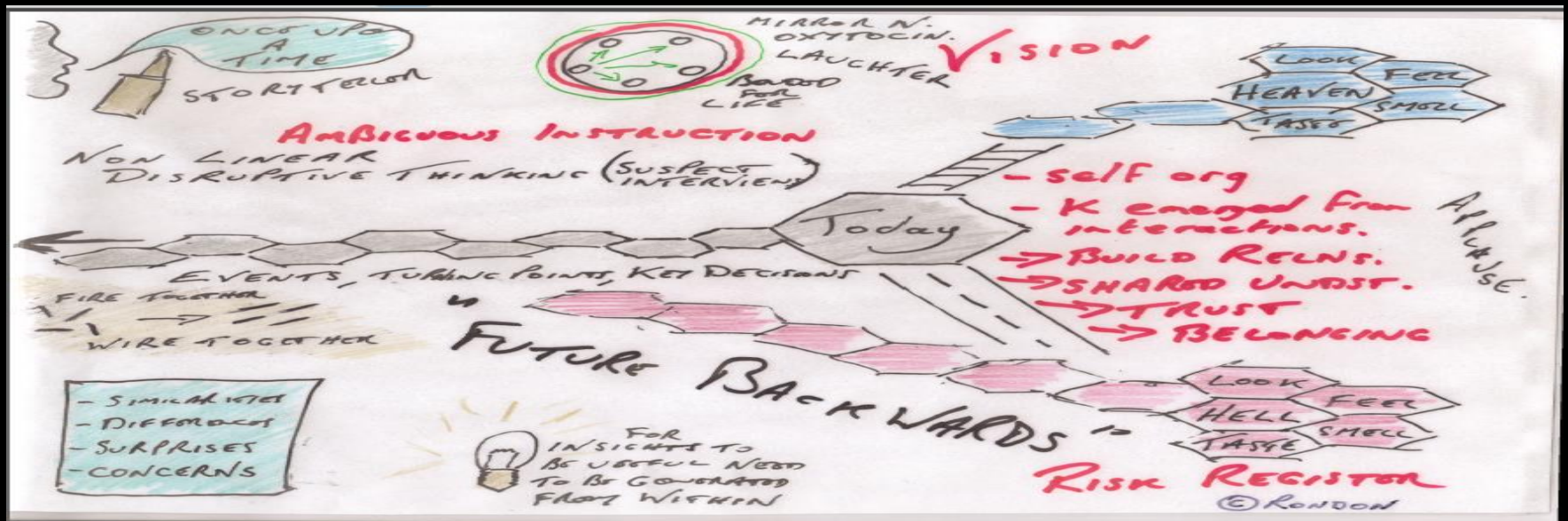


Where's my stuff! – Leanne Bridges

➤ Best practice communication papers

Co-operative inquiry

➤ Future backwards – Cognitive Edge



Ron Donaldson

➤ Questionnaires- Prof Laurence Moseley

The place of 'Chat'

- synchronous, text-based chat
- real time engagement with power to build rapport
 - Offline - Moodle
 - Online - Ning

Chat

Xenia - What are we waiting for?

Fred - Let's get talking then!

Sam - Hi – I am looking forward to this chat!

- 13:07 David: I agree with Sarah's point - the locus of power really matters; but we mostly can't choose where we sit or what power we have anyway.
- 13:07: Jon Shepherd has just entered this chat
- 13:08 Jon: Good afternoon all.
- 13:08 Susan: I think it definitely should be a function within its own right - it is not a subset but a complementary activity, that looks at information in a slightly different way to, for example, IT, or custodians or those like Libraries who primarily facilitate access
- 13:08: James Lappin has left this chat
- 13:09 Jon: Hi David
- 13:09 Samantha: Certainly in an organisation with a committee based governance structure, it helps to have a committee where the focus is to discuss information management/ compliance/ risk/ intellectual property issues - no matter where the hierarchical units/ departments are.
- 13:09 Martin: I have always thought that it is more important what RM do rather than where they fit in the organisation and this will eventually determine their location
- 13:09: James Lappin has just entered this chat
- 13:09 Admin: The original emphasis of the debate was the role RM has in alliance with other activities/roles is RM a unique function or should we now be information managers as part of wider information management functions
- 13:09 Sarah: My project at the London museums Hub is trying to bring together info management as a tool and to include RM under that umbrella as a support to the larger info architecture goals...I agree with Samantha that cross-representational committees are helpful
- 13:10: James Lappin has left this chat
- 13:10: James Lappin has left this chat
- 13:10 Sarah: Although a 'high placement' of RM (such as under Legal) communicates to senior management the importance of the RM function (and can act as a compliance 'stick')
- 13:10 Jon: Just the existence of a committee with the necessary contacts doesn't always bring influence.

Moodle vs. Ning

- Ning refresh requirement
- Presence of participants
- Later reflection – Moodle reorders comments

Continuedcommunication

Main Invite My Page Members Photos Videos Forum **Events** Groups Blogs Manage

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+ Add an Event



Big Bucket retention theory

Added by [Elizabeth Lomas](#)
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Event Details



Time: [March 13, 2009](#) from 12pm to 1pm
Location: [Online](#)
Contact Info: **0794 6614882**
Event Type: [online](#), [discussion](#)
Organized By: [Elizabeth Lomas](#)
Latest Activity: **9 minutes ago**
[+ Invite More People](#) [↓ Export to Outlook or iCal \(.ics\)](#)

Admin Options

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- ✎ [Edit Event](#)
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- ✕ [Delete Event](#)

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You are attending.
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Attending (1)



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The University of Wales ONLINE MBA at Robert Kennedy College, Zurich
[wales.college.ch](#)

RAF Officer Roles

For inhs with great travel

Event Description

A discussion of the benefits and risks posed by the implementation of a big bucket retention approach

[< Previous Event](#)

The Challenge of 'Chat'

- Timing/invitations
- Lack of sequencing in comments
- Presence of participants
- No's attending (4-8)
- Expectations
- Language and typing skills
- Management
- Design

The Potential of 'Chat'

- *Quick to learn*
- *No time lag*
- *No Accent*
- *Rapport*
- *Participation*
- *Clarification*
- *Brainstorming –ideas and feedback*
- *Management - direction*

Ning protocol

1. Post a photograph and say who you are.
2. Announce your arrival when joining or leaving a discussion.
3. Conduct all discussions in a courteous manner, even when you are disagreeing.
4. Post your comments in small chunks

Ning protocol

5. When responding to a preceding comment, quote the person's first name and identify the topic thread.
6. 'MC' – more coming
7. Seek clarification
8. Explain acronyms LOL
9. Use and explain emoticons 😊
10. Citations and publications

Ning tips

- Refresh/ F5
- Copy, check chat and then paste

Longer term

- *Captured*
- *Reflection/longer term building*
- *Recorded*

THANK YOU