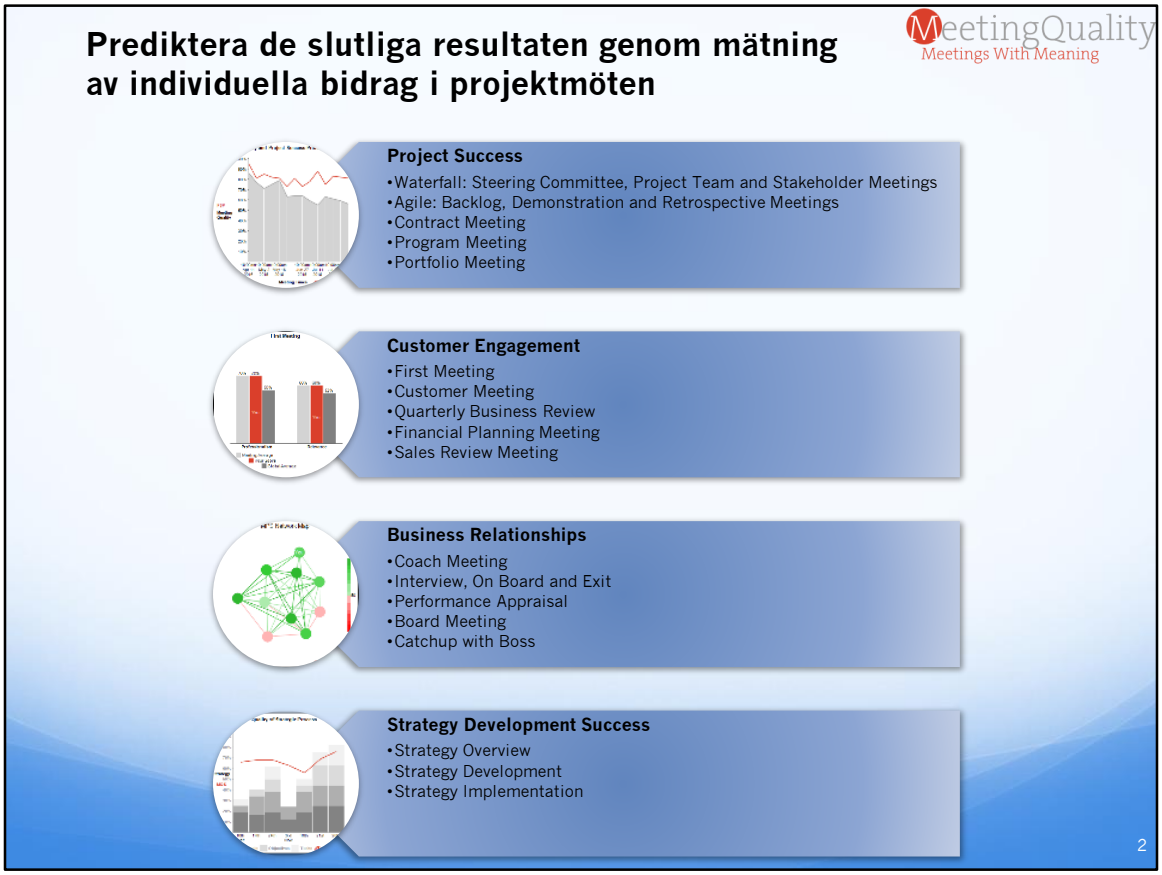
Erbjudande till deltagare på ”Effektiva möten”

Fri användning av tjänsten measure.se@meetingquality.com i minst 3 månader. Rekommendation är att avgränsa till en grupp om 5-15 personer som använder tjänsten när de kallar till möten.

Vad kostar det om man vill gå vidare?
100 kr/användare och månad, dvs per person som bjuder in till möte.
Deltagare på möten kostar inget.

Utöver de projektmötestjänster som visas här finns det kvalitetssäkrande tjänster för:
- firstmeeting.se@meetingquality.com mäter säljmöten hos kund
- workshop.se@meetingquality.com mäter workshopar/konferenser
- board.se@meetingquality.com mäter styrelsemöten
- Och många fler som fortfarande är under översättning till svenska …



MeetingQuality measures individual contribution to meetings. Called the Meeting Promoter Score this is then used to predict the real outcome of the meeting.

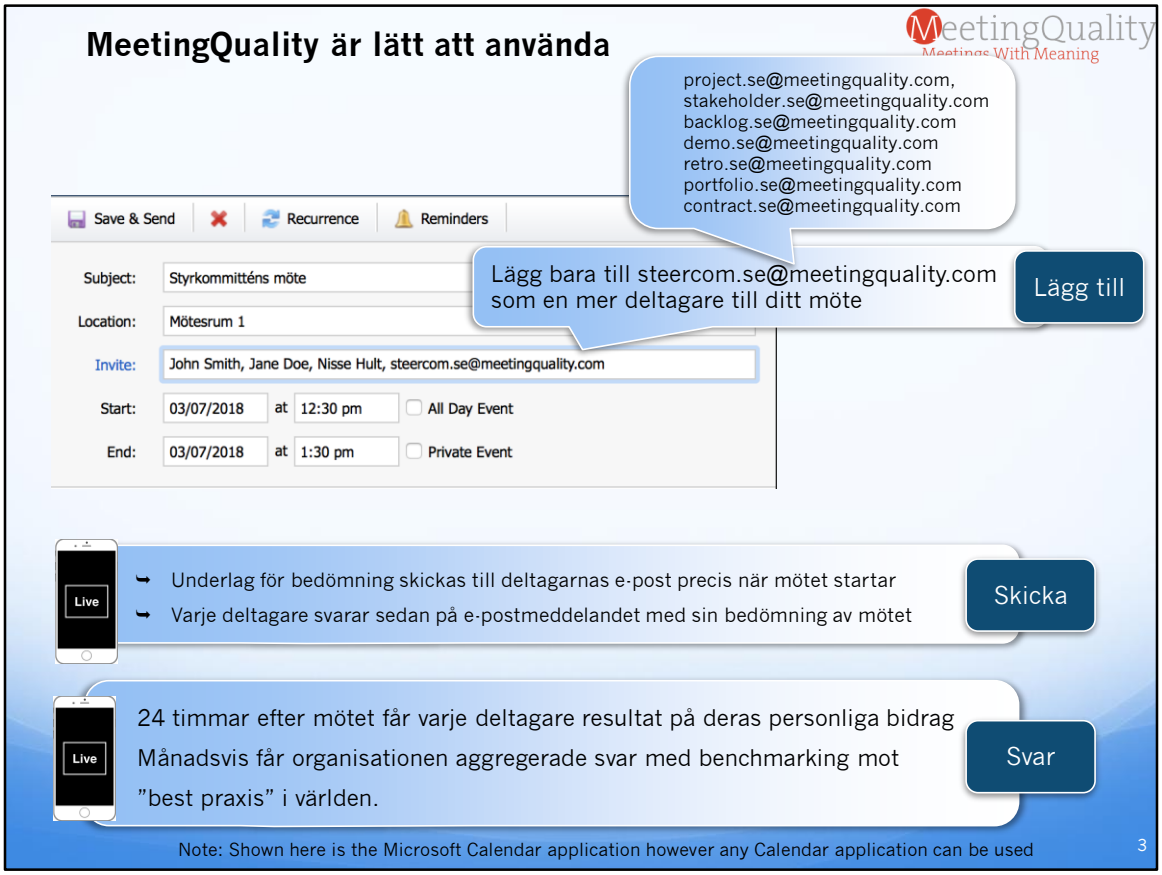
Use Case 1: Project type meetings. Each of the project meetings evaluates the contribution of each attendee and the Project Success Probability is determined for each meeting. Seriously insightful observations are made when comparing and contrasting the Project Success Probability for each of the meeting types within a project. In essence MeetingQuality measures the effect of relationships on a project. We rather cheekily describe this as the only new project management measurement this century. Portfolio views of each project are automatically generated.

Use Case 2: Customer Meetings. MPS scores of individuals at recurring customer meeting shows how customers value the contribution of individuals within an organization. For the first meeting with a customer, an organization has not yet earnt the right to rate individuals within the relationship. In this case professionalism and relevance is evaluated. Each customer meeting is post qualified at a sales review meeting which provides a unique view of the sales pipeline.

Use Case 3: Predicting annual performance appraisal results. Research suggests the quality of a relationship with your boss makes up almost 50% of your annual performance result. By measuring the quality of the catchup with the boss and comparing the MPS from other meetings measured by MeetingQuality we believe we can not only predict the annual performance appraisal results but show what they should have been.

Use Case 3 makes use of information collected from other MeetingQuality verticals. The real power of MeetingQuality is making full use of the information across all meetings within an organization. What is shown in this presentation is only a small part of the data mining that is capable with this information.

Use Case 4: The strategy development process. Similar to projects success the quality of the relationships and the progress of creating a strategy from vision through goals and objectives to tasks is used to predict the success of the strategy.

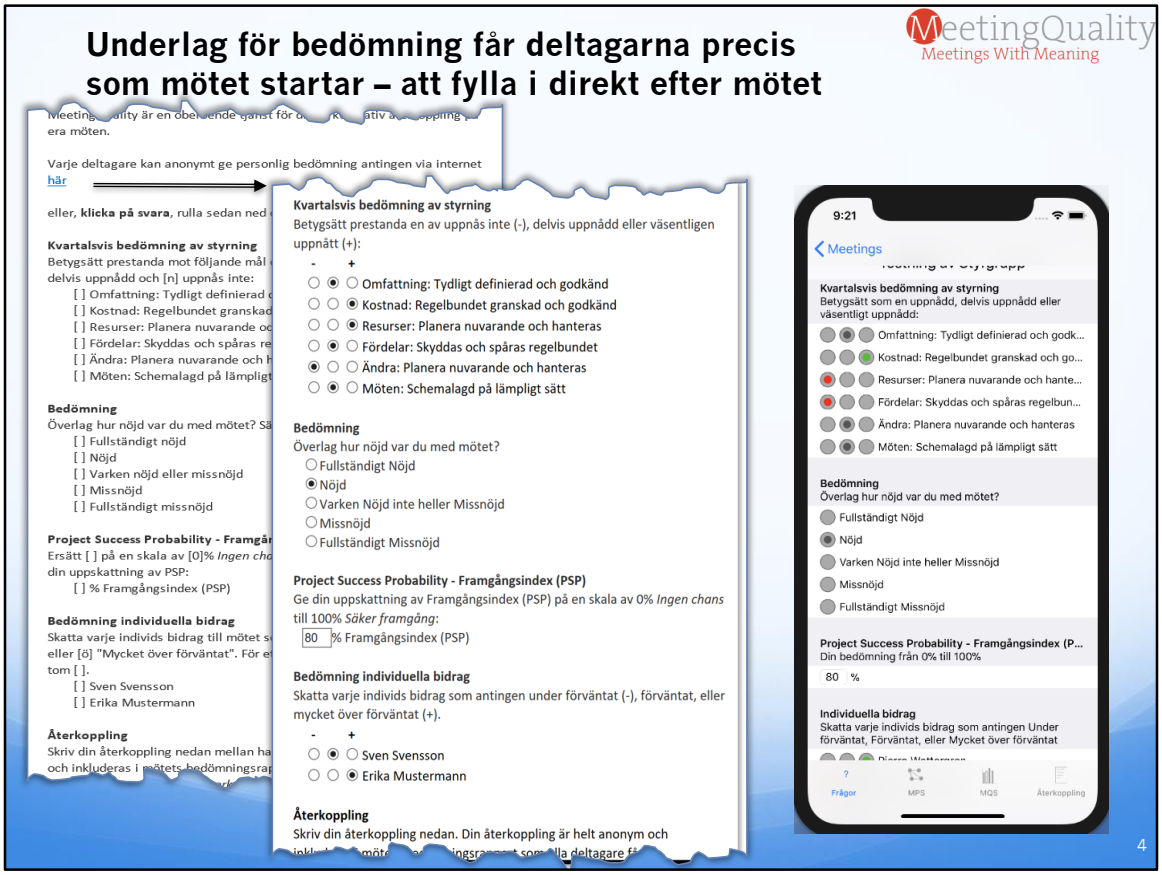


Each of the MeetingQuality products expect different email addresses to be invited to the meeting. For instance for general meetings MeetingQuality expects the email address measure.se@meetingquality.com to be invited to the meeting and for Steering Committee meetings MeetingQuality expects steercomm.se@meetingquality.com to be invited to the meeting.

Everybody receives an email with rating questions just as the meeting starts. The email is very fast to complete as it only requires the attendee to reply to the email and fill out the appropriate sections. This is a heavily text based email so that it will work in all email clients. e.g. Gmail, Hotmail, Lotus Notes, Outlook and Apple Mail. The attendee has 23 hours and 59 minutes to fill out the rating email because 24 hours after the meeting is completed the results email is sent individually and confidentially to each attendee. Note even if an attendee does not fill out the rating email they will have been rated by other attendees and therefore receive a rating email.

iPhone users can view the rating questions and results as soon as the calendar invite is accepted by MeetingQuality. The new iPhone version has proved to be useful for swarming applications. For instance for portfolio meetings where risk and value of each project is evaluated multiple real time evaluations has resulted in better categorization of projects.

Note that receiving a low MPS score can be quite confronting. We take our duty of care very seriously and have a number of safeguards in place to ensure that MeetingQuality is being used in an appropriate and professional manner. In addition we recommend working with one of our implementation partners to ensure that the best possible environment is created when implementing MeetingQuality.



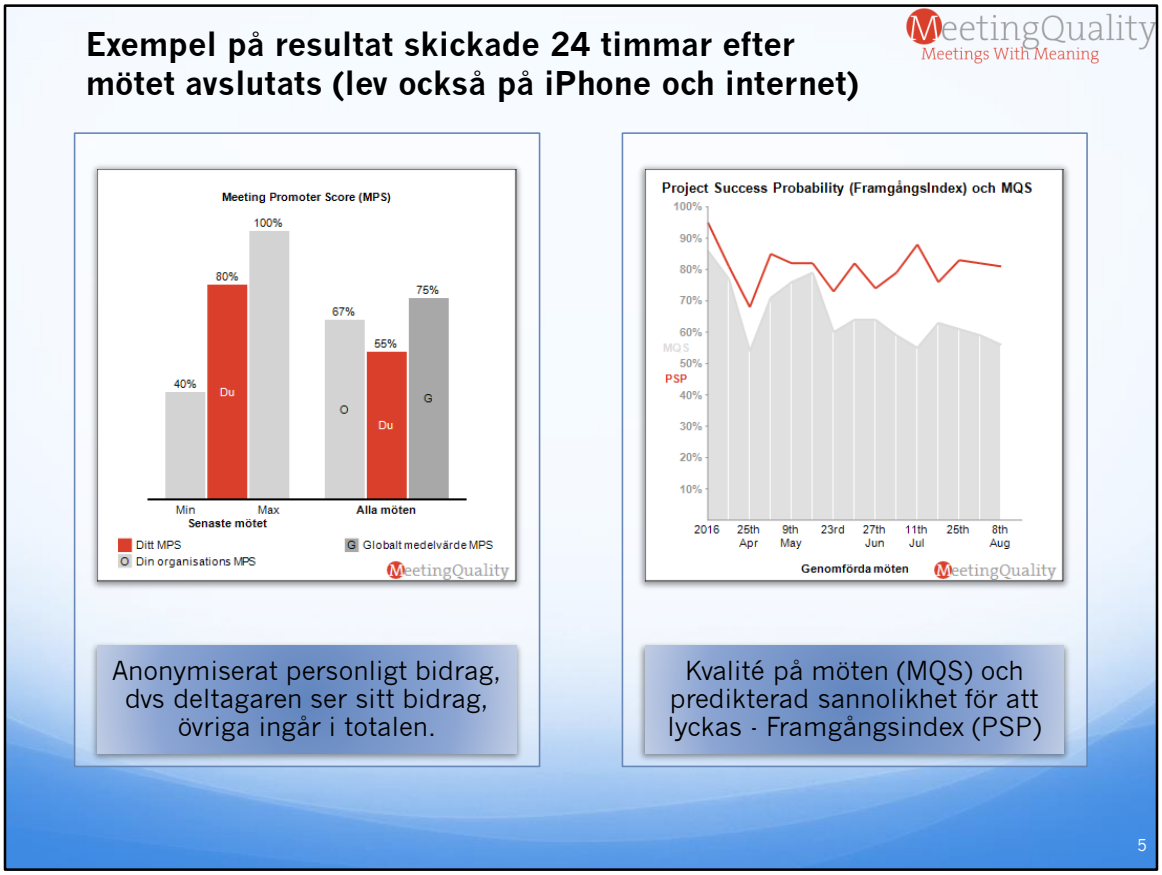
MeetingQuality sends a rating email just as the meeting starts. MeetingQuality is unusual as it only requires the attendee to reply to the email and replace a small number of characters. All questions to be answered by the Steering Committee member are shown in the slide – Only the introduction and closing paragraph have been omitted. Questions can also be answered by clicking on the link to the web site and similarly the same questions can be answered from the iPhone.

Every fourth meeting the governance level of the project is assessed. It is suggested that a score of Substantially Achieved should only be given if documented evidence is provided to the steering committee and there has been meaningful discussion on the subject by the Steering Committee. This is the largest email with the most number of questions which MeetingQuality sends. Most other rating emails have just 3 questions.

All Steering Committee members Project Success Probability scores will be averaged and placed in the monthly portfolio report. The portfolio report will compare the average Project Success Probability scores from the Project Team, Steering Committee and Stakeholders.

Each attendee is listed and their contribution is assessed by each rater. MeetingQuality encourages recurring meetings so that some of the quieter attendees who provide work between meetings, prepare thoroughly and complete their action items on time should be rated as providing a very positive contribution.

Feedback should be used to provide comment on the meeting which will be sent to each attendee as part of the results email 24 hours after the meeting finishes.



The graphs shown here are emailed individually and confidentially to each attendee 24 hours after the meeting finishes whether or not they have returned the rating materials.

The Meeting Promoter Score is similar to a 360 degree review and is calculated like the Net Promoter Score. A score of 0 means that every rating MeetingQuality received, rated the individual as providing a negative contribution to the meeting. A score of 100 means that every rating that MeetingQuality received, rated the individual as providing a very positive contribution to the meeting. Numbers between 0 and 100 are proportional to the number of positive contribution scores and very negative contribution scores.

The left hand graph shows the attendee's Meeting Promoter Score (MPS) for the last meeting and compares their score with the Individual with the lowest Meeting Promoter Score and the individual with the highest Meeting Promoter Score. This particular attendee at the last meeting had an MPS of 88%, which is between the team member who had the lowest score of 50% and the team member who had the highest score of 100%. Also shown on the left hand graph is the attendees Meeting Promoter Score over all meetings. This particular person has a very healthy MPS of 82% over all meetings, higher than the all meeting average of their colleagues from Company X of 45% and higher than the global average of 74%.

Given that the all meeting MPS of this person is 82% and their company aggregate MPS is 45% this person should probably leave their existing company!

Column A is very important because in essence this provides the aggregate MPS of the entire organisation that this person works for every 24 hours. It is our contention that the MPS aggregate score for an organisation is better suited to a service industry than the traditional Net Promoter Score. In addition the MPS can be calculated daily for any subset of attendees. For instance a separate calculation could be just for the MPS of customers results only for the individuals within a particular organisation.

The grey line in the right hand graph is the score for the quality of the meeting. The Quality of the meeting is calculated using a propriety MeetingQuality algorithm which takes into account the attendee assessment, the reason why people are at the meeting and the overall contribution of every attendee based on their MPS. The orange line is the Database Average for meetings. This graph will be produced for the second and subsequent recurring meetings when there is sufficient data to graph.

MeetingQuality is best suited to recurring meetings as it provides the feedback loop to improve meeting performance. It should be reserved for important meetings and should be used a maximum of 3 to 4 times a week for each individual.

Meeting Promotor Score (MPS) visar projekt-medlemmars kvalité på sina relationer till andra och till andra projekt

MeetingQuality
Meetings With Meaning

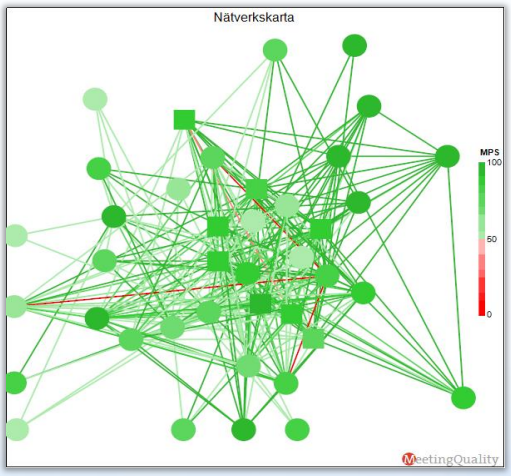
Färg på ''noder'' visar resultat från 360^{O} utvärdering av individer

Färg på linjen visar resultat för relationen mellan individen

Resultaten är anonymiserade.

Bilden visar 2 projekt i portföljen (cirklar och kvadrater)

Meeting Promoter Score (MPS)



Denna anonymiserade ''feedback'' utvecklar kulturen positivt – viljan att bidra ökar kraftigt!

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At the end of the month every person who has received a rating will be emailed a confidential Meeting Promoter Score Network Map. Each circle represents a person that has attended at least one meeting that you have attended. The color of the circle represents the MPS score (which is the result of the 360 evaluation of each attendee).

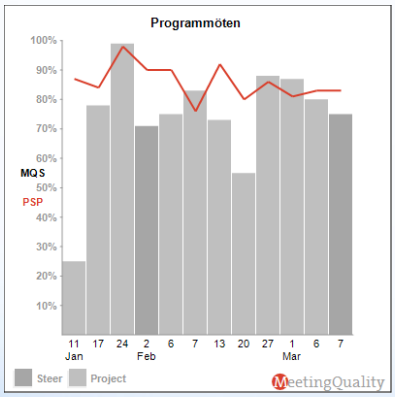
For instance in the network diagram you are quite brightly colored green which means your MPS score will be well into the 90s. In comparison there is a number of red hued circles which would place these people with a MPS in the 40s. The lines between the circles represent how the attendees have rated each other.

Note the position of the circles on the diagram is not important.

Rapportering till organisationen

MeetingQuality
Meetings With Meaning

Programrapport



Agile Portfolio Report

Project	Backlog		Demo		Retro	
	MQS	PSP	MQS	PSP	MQS	PSP
Agile Program A	50%	84%	66%	92%	69%	82%
Agile Program B	-	-	56%	55%	59%	61%
Agile Program C	-	-	66%	74%	63%	64%

Waterfall Portfolio Report

Project	Steering Committee		Project Team		Stakeholders	
	MQS	PSP	MQS	PSP	MQS	PSP
Project A	68%	75%	72%	56%	65%	71%
Project B	54%	80%	35%	40%	59%	25%
Project C	80%	74%	68%	76%	73%	78%

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The graph on the left shows the progress of an agile program over time. Note the differing colored gray bars for Backlog, Demo and Retro meeting MQS scores.

The portfolio reports on the right hand side show how programs can be compared across Agile and Waterfall portfolios using the same measurements.

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Clever Collaboration Group

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