



Case Studies

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Decade of Collaboration at Shell

- 1997: “Networked Community” project initiated at Shell Oil; key exec drives collaboration as he advances up hierarchy
- 1998-2000: Knowledge management, communities of practice, and virtual working projects undertaken across Group: consistent methodology for virtual working implemented; key teams launched
- 2001-ongoing: Technology for virtual working implemented in Livelink by Group IT organization
- 2002-03: Pilot collaboration between EP business and Global IT stressing “new ways of working” and simple tools
- 2004-present: Key European Business, with support from IT, HR, and Learning, invests consistently in collaboration experiments and education



Evolving Collaboration at Volvo

“Volvo IT’s customers are becoming increasingly global and we have to keep pace with this trend. In actual fact, we should be one step ahead whenever possible.”

--Ulf Nilsson, president of Volvo IT

- Business demand responded to by IT, Culture and Values executives
- Drive from the top initiated at seminar for 150 senior Volvo IT execs in Spring 2005 as technology platform readied
- Launch workshops of key internal global groups
- Decision to implement consistent methodology on Sharepoint
- Virtual workspaces designed and implemented across groups
- Education of internal consultants, development of communications campaign
- Successful pilots implemented at six key AB Volvo companies: Volvo Trucks, Volvo Powertrain, Volvo Buses, Volvo Penta, Volvo Parts and Volvo IT



Starting Up at Global IT Financial Services Company

- Newly-spread across North America, India; face-to-face techniques not scaling well for virtual teams
- Pilot launched five teams with day-long training with embedded labs
- Married best practices in sociology with enterprise wiki
- Follow-up consulting to team leads
- Net 34% increase in virtual collaboration based on pre- and post-surveys
- Knowledge management, communities of practice, social networking now on agenda



Enterprise 2.0

The Collaborative Technologies Conference

Collaboration @ Volvo

Carole Boudinet

Volvo Information Technology

Manager Collaborative Work Solution Center

www.volvoit.com



Available methods and tools

GLOBESMART®

**VIRTUAL
TEAMS
GUIDE**

1. Introduction
2. Framework
3. Creating Direction and Energy in Virtual Teams
4. Collaboration Tools
5. Shared Agreements
6. Epilogue

Collaboration Workplace.
Time well spent.

Communication Campaign

Behaviour, Communication, Training,
Change Management

The Information Worker Package

Mail

Messenger

NetMeeting

Audio
conference

TeamPlace



The 10 keys

1. Be Organized
2. Plan Ahead
3. Show Respect
4. Be Clear
5. Seek Confirmation
6. Dare to Ask
7. Give Response
8. Seek Understanding
9. Address Problems
10. Resolve Conflicts



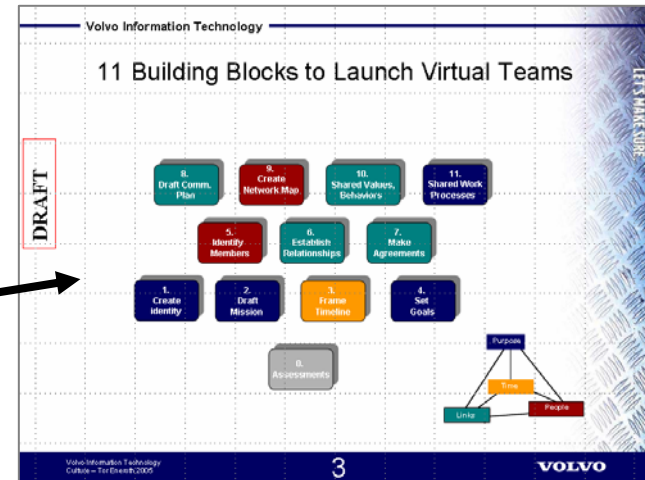
Virtual Team Guide and exercises

Virtual Teams Guide **VOLVO**

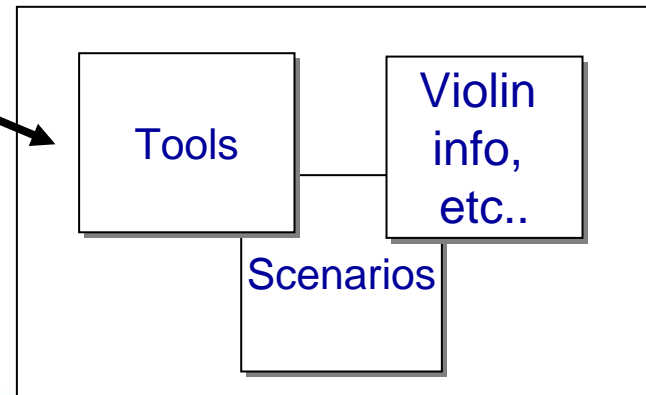
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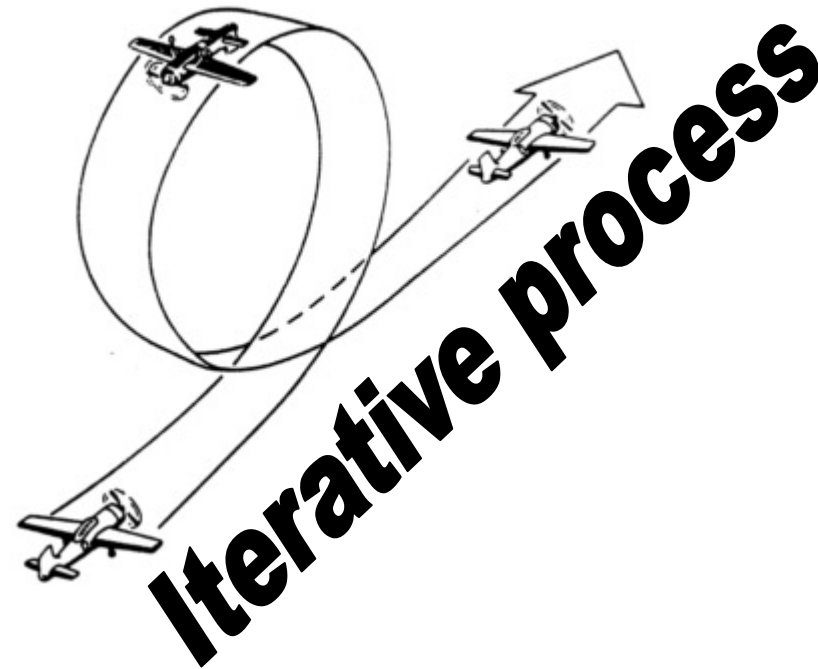
Additional Resources





Roll-out steps

- Virtual Team assessment
- Coaching and exercises
- Operating Agreement build
- Tools and rules implement
- Coaching, advising and he
- Assessment review



Supported using virtual trainings by a world-wide network of Culture ambassadors and collaboration consultants