CoP Facilitation Toolbox

Below is the simplified list of internal and external CoP facilitation tasks which were adapted from Tarmizi et al. (2006). Check ✔ the tasks that you already do (OK) on the left. Check ✔ the tasks that you want to do more (▲) in the middle. Check ✔ the tasks that you do not know about, tasks you do not know how to do, and tasks that do not apply to you (**?**) on the right.

INTERNAL

Check ✔ OK ▲ ?	A. Information Source
_____ _____ _____ _____ _____ _____ _____ _____ _____ _____ _____ _____	1. Promote an understanding of the technology used (e.g., Zoom, Google Drive, etc.) 2. Listen to, clarify, and present information to a group 3. Answer new members' concerns 4. Inform management concern to members
OK ▲ ?	B. Inspirator
_____ _____ _____ _____ _____ _____ _____ _____ _____ _____ _____ _____ _____ _____ _____ _____ _____ _____	1. Create and reinforce an open, positive, and participative environment 2. Develop and ask the right questions 3. Promote ownership and encourage group responsibility 4. Encourage and support multiple perspectives 5. Encourage new members to participate 6. Present new members to the community
OK ▲ ?	C. Guide
_____ _____	1. Plan, design, direct, and manage meetings 2. Keep the group outcome or goal focused 3. Select and prepare appropriate technology, resources, and strategy 4. Actively build rapport and relationships 5. Manage conflict and negative emotions constructively 6. Look over the community 7. Come up with suggestions

EXTERNAL

Check ✔️ OK ▲ ?	A.	**Information Source**
_____ _____ _____ _____ _____ _____ _____ _____ _____		1. Communicate and share the experience with other communities 2. Respond to requests from outside 3. Report progress to sponsor/management
OK ▲ ?	B.	**Public relations manager**
_____ _____ _____ _____ _____ _____		1. Promote the community to potential members and initiate contact 2. Act as a moderator between management and the community
OK ▲ ?	C.	**Investigator**
_____ _____ _____ _____ _____ _____		1. Look over the environment 2. Gather information from various sources