The First Catalyst Tools Test
Report with the Group Anim-fr

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Review

- Version 1 June 2014: Complete document of the test
- Version 1.1 21st of August, 2014: added 4.10.1 « adapting to different group sizes and to a different public » and 4.5 “follow up of 41 proposals”
- Version 1.2 10th of September, 2014: final version and english translation

This document is also available in French: “Rapport sur les premiers tests des outils Catalyst avec le groupe Anim-fr (juin 2014)”

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1) Introduction

This first test concerns the tool Assembl developed by Imagination for People, and was carried out with the Group Anim-fr. It does not concern Creativity and Implication Tools, or the production of a synthesis sent by mail from the table of ideas with Assembl which was not available at the time (a further new complete test is planned to include anim-fr and also the fablab-fr Group.)

Catalyst

Catalyst is a project which combines Tools and Methods produced by different organizations (Imagination for People, The Open University, Wikitalia, Zurich University), making them interoperational and adding others to create an ecosystem favoring Collective Intelligence in collective debates and exchanges. These tools must be tested by different Groups and International Communities (Euclid, Purpose, Collaborative Center for Sustainable Consumption and Production, the Public communities which Wikitalia partners, Groups that Imagination for People partner, etc.).

A Method and Tools to develop Collective Intelligence in Groups

The aim of the suggested experimentation is to bring about a collective discussion with more and more collective intelligence, by regularly submitting to the Group a synthesis of what has been said so that everyone gets an overall view, and therefore contributes not only with his own personal views, or ideas that he just thought about, but rather by considering the other points of views that have been expressed to create a global vision.

This method, assisted by the Tools developed for the Catalyst European Project allows multiple iterations of the process – a synthesis of exchanges put forward to the Group/ reactions /

harvesting / contribution mapping / synthesis, etc. – Previous experiments carried out by Imagination for People (without the Tools to help the process until now), have shown that with more than three iterations, the Group goes beyond individual intelligence. Contributions from members are not purely based on previous existing ideas, but are with a wider vision given to the Group due to the synthesis (this approach means that participants must go further than their own ideas and propose new ideas and points of view which are not yet in the mapping).

After a certain number of iterations, discussions dwindle out, and participants seem to have exhausted the subject. When this happens, « a creativity week » should help to liven up the discussion by using different tools to stimulate participant's ideas, and re launch further iterations. By increasing the number of iterations, the fact of creating a real collective and innovating discussion is increased too (by multiplying the different points of views)

At the end of the discussion, according to the theme approached, it might be necessary to choose, and to incite participants to involve themselves by using what has been previously collectively proposed. Implication Tools are therefore offered to the Group at this stage. (In the case of the first test, this mostly means a vote on the usefulness and usability of Tools, rather than voting about different choices that were brought up).

Assembl

Assembl allows you to capture ideas from messages via a mail, a social network or a web and groups them in theme order in a "Table of Ideas" (Mind Mapping)
It can also select certain ideas to create a synthesis, help quick reading (by adding bold, underline, or perhaps by changing names), add an introduction (context, propositions for the aspects of the debate to be looked into) and a conclusion that is sent to the Group (by mail or through the Social Network).

By successive iteration synthesis, reactions from the group on the synthesis and new synthesis, ideas become increasingly collective (based on the ideas from others). In this way, the group produces a Table of Ideas using Collective Iterative Intelligence (see the method) which includes collective sensing, sense making and ideation. All this, with hundreds, if not thousands of participants. For this to be completed, it then takes someone, or a group of people to edit the ideas of this synthesis in the form of a text that can be read by people who have not participated in the debate, making sure that the group rereads the text so that this text reflects the structural ideas proposed by the group (for example, the method book sprint used in particular by Floss Manual)

The Anim-fr Group

Anim-fr is a group of more than 340 group, communities, or projects coordinators created in 2011 who for the most part practice on a daily basis Cooperation and Collective Intelligence. The aim of this group is to help these coordinators to mutually develop their know-how by

discussing Methods, Animation Tools and Cooperation. Anim-Fr has already tested (without tools) Harvesting methods proposed and synthesis of Collective Intelligence to produce a collective text «Cooperation explained to a redneck: my Brother-in-Law[1] » (theories on why cooperation works for those who do not believe in it). The group works on a new collective discussion to test new tools. Although the group is a French speaking International community, some of its members met during the 6th « forum des usages cooperatifs » (Cooperation Uses Forum) held in Brest from the 2nd to the 4th of July, 2014, in a Catalyst workshop to discuss the results of the first cycle of tests.

2) Functions Tested

(extracted from the document D2.4 Collective Intelligence Software for Social Innovation Networks: Testbed Deployments)

Functions for each iteration/synthesis/contribution to the discussion on

Email bridge : Assembl lets participants contribute by mail to reach more group members than just those who go to the platform forum.
The test should validate that the bridge lets the participants contribute to the general discussion, to the discussion list, to the online forum, and perhaps from Facebook or other Social Networks. (the availability of this last function is not yet known);

Harvesting ideas from the messages and Discussion mapping: Assembl has dedicated environment to a team of « Harvesters » to select parts of messages contributing to the chronological flow of the discussion, and to classify them by theme in a message ideas map (even if the message was in another discussion–with another subject in the mailing list). This allows participants to read a subset of the convdrsation only relevant to the topic they are interested in.
The Test should prove that the harvesting tools and the mapping reduce considerably the time spent by the coordinators (usually 5 hours per week for a complicated discussion without the tools).
It should also prove that the Map enables the end user to find a starting point in the discussion and contribute, therefore speeding up the harvesting process;

Discussion synthesis: the synthesis means that each participant will receive by mail (or on the Group Discussion List Mail) a sub category edited from the Mapping every week to give them a general view of the exchange. This even includes less implicated participants, and allows them to contribute without having to read all the messages.
The test should prove that publicizing regular synthesis reactivates the discussion and produces new ideas and arguments;

[1] « beauf », french abbreviated term of “beau-frère”, used to describe someone with limited reasoning.

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3) Test Progress

3.1 Preliminary Presentations

29th November 2013 : First presentation of Catalyst. This meeting took place in visio (Flashmeeting Tool of the Open University) with the Anim-fr Group in the context of online meetings "Remue méninge CoOL[2]". It was the opportunity to present the Catalyst project and to get the group to react on the three future tools displayed in videos: Assembl, Evidence Hub and Deliberatorium (in English)
The painpoints which were found were also presented. This meeting allowed the redaction of the document Community Partners Workshop Report I4P (Workshop Report of the Community Partner Imagination for People)[3].

27th March 2014 : presentation of the planned test, still in videoconf in the context of "remue-meninge CoOL" (see videoconference or consult the synthesis and the notes only)

1) Presentation of the Collective Ecosystem Intelligence Tools from the diagram :

2) testbeds 2014 (a second set of tests will take place in 2015, after perfecting the tools and the whole of the ecosystem will be tested)

3) Calendar of tests with Anim-fr

4) Other existing tools mentioned by participants for comparison

- **Synthetron,** owner tool; still limited in rhythm, contradiction between giving an opinion and reaction to advice given by others. https://www.synthetron.com/
- **Talk-map** http://www.talk-map.com/ interactive edition of post it
- **Groupmap** http://www.groupmap.com/learn-more/
- **suceedtogether** : http://www.succeed-together.eu/ (Semantic synthesis on small replies 90% automatic)
- **stample** (web semantic): https://stample.co/login
- **dring13** http://www.dring13.org/ Developed by Carol Ann Braun

3.2 Choice of Theme and Initial Workshop

The Theme chosen concerns "how to manage stress in a group". This theme has rarely been studied to date, and is not included in the ebook Coop-TIC that groups the knowledge necessary to forming trainers involved in cooperation. The choice was made from the discussion list of Anim-fr.

Workshop "Managing stress" on the 14th of May, 2014 in Montpellier in the context of meetings Moustic Acte1 : Elected members and Citizens in the digital age (see the report in french)

Presentation :

2

The CoOL are on line open Coperation meetings which are in various forms. The « remue-méninge CoOL » presents innovative aspects or working together on new aspects.

[3] To see the visdeoconference and to consult the notes taken our(in French)

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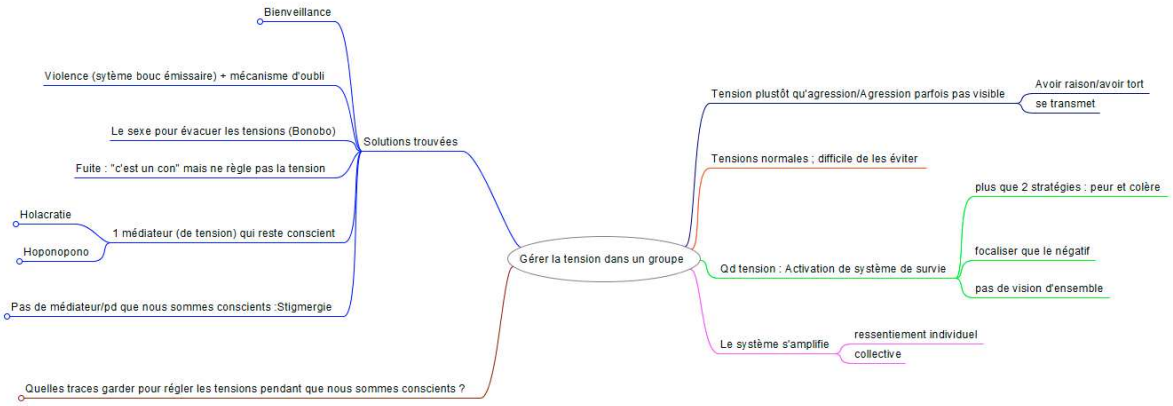
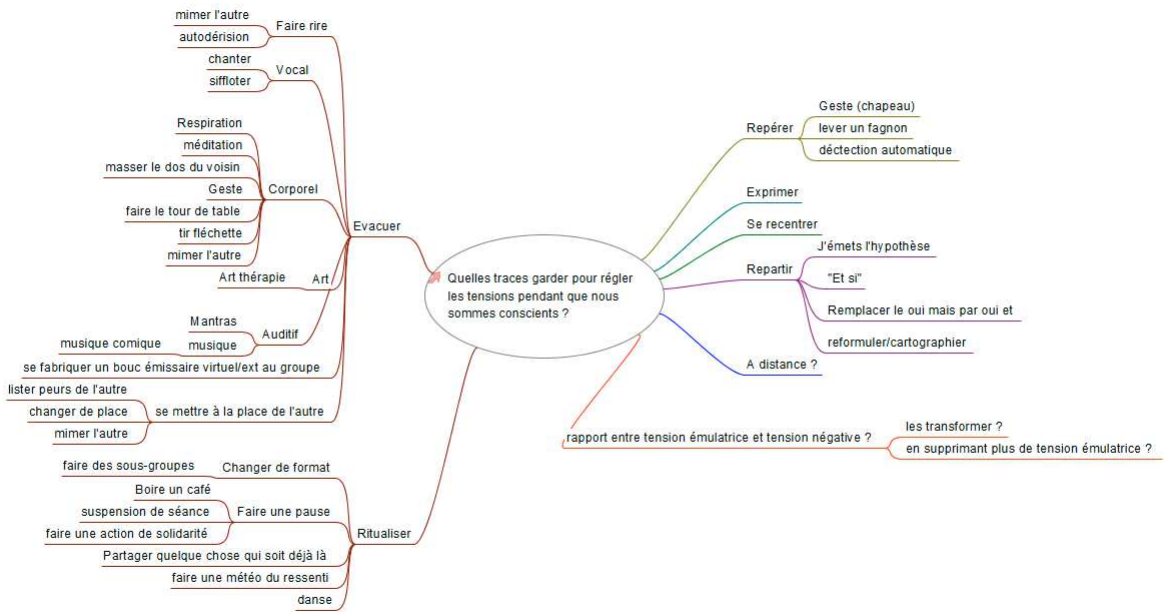
In a group most of the participants want to collaborate. However, very often tension appears (that comes from an exchange, a misunderstanding, or simply tension from an outside member) and this tension can increase rapidly.
This stress is the "dark side" of cooperation…

Tension and hostility does not always come from Professional "trolls", research has shown that on the contrary more than half come from people that are not usually aggressive... How can we reduce this tension, and make sure that it does not accelerate, and evacuate it when it is present? It might be enough to be simply aware of it, but then, unfortunately aggravation makes us not conscious…

And what if we imagined together in this workshop the means to reduce stress in the group even if we are no longer conscience of it because we feel aggressed?

In 3 sessions of 20' we presented to a group of people what we already know about this topic, and asked them to react on what they thought was missing on leads about how to deal with stress, and to deal in an iterative way and complete a mind mapping grouping together all the ideas evoked. (version freemind/freeplane)





These three sessions were also recorded and analyzed by the Forum of Debates to study the types of opinions to be developed.

3.3 Harvesters Training

3.3.1 On line training

Two online Flashmeeting sessions on the 22nd and the 26th of May helped us to train 10 potential harvesters: Claude Henry, Vincent Kober, Nathalie Menet, Dominique Hebert, Mélanie Gabard, Amina N'Diaye (IP Burkina group coordinator), Irina Jaubert (health group coordinator), Philippe-Olivier Clément (Institut Francophone d'Intelligence Collective), Stéphane Guessan (Ivory Coast) et Antoine Vagnon (Call4team Coordinator) - video and notes.
Apart from the presentation of the tool, the session allowed participants to practice in the "sand box" by harvesting extracts from messages and placing them in the table of ideas. The pad put together helped answer questions from the participants with the help of Benoit Grégoire, Architect of Assembl.

3.3.2 Assembl Use

The Assembl Users Guide was produced by Laura Gillies. It was used as a base for the training of the harvesters.

1. Assembl overview
2. Two sorts of users
3. The main Assembl boards
    a. Welcome buttons
    b. Messages board
    c. Table of Ideas
    d. board of Ideas
    e. Synthesis

   f. Clipboard
4. Participants involved in the discussion
   a. Creating an account
   b. Participating by email
   c. Using the messages board
   d. Using the table of ideas
   e. Using the synthesis
   f. A new cycle of discussion
5. The Harvesters
   a. Creating an account
   b. Harvesting contents
      i. From the messages board
      ii. From external sources
   c. Using the clipboard
   d. Using the table of ideas
      i. Adding a new idea
      ii. Adding a related idea
      iii. Adding a quote or an existing idea
   e. Creating a synthesis
      i. Adding ideas to the synthesis
      ii. Adding an introduction and a conclusion
      iii. Sending the synthesis to participants of the discussion

3.3.3 Test by the harvesters

During one week, after the online training, volunteers were invited to make a test themselves on the sandbox to harvest an extract from a mail and to organize ideas.

Instructions

1. Go to sandbox and register yourself (at the top right hand corner) (see Assembl Users Guide)
2. **Adding an extract in an idea:** in any message, underline un extract (a balloon will appear). Drag the "balloon" of text to the idea in the table of ideas, which should become underlined in yellow.
3. **Adding and extract as a new sub-idea:** in any message, underline an extract. Drag the "balloon" of text to above an idea in the table of ideas. This must have an underline just above the text of the idea.
4. **Organizing ideas :** just keep on your screen the table of ideas and have fun moving them (as neighbor or child),by adding, renaming, deleting …
5. Write your name for those who have finished the level 1 in the test document , you can also add your own comments, bugs or suggestions if you want to. Send a mail to Jean-Michel@cornu.eu.org so that I can give you authorization for the Anim-fr section: you are ready to use it for real life discussions :-)

5 people have been able to use Assembl correctly on their own: Claude Henry, Dominique Hébert, Jean Sallantin, Nathalie Menet, Irina Jaubert

4 harvesters from the first test were chosen amongst them. They have therefore authorization to be harvesters for the group anim-fr.

Jean Sallantin also carried out a preliminary harvesting test with Anim-fr on the 2nd of June by making 4 harvests in 2 hours (the first harvesting statistics in real-life situations).

3.4 On line debates

3.4.1 Organizing harvesting sessions

The decision was made to have 4 harvesters, one each week. Each of them proved their capacity to carry out harvesting and to handle the table of ideas using Assembl. In the case of this test, the synthesis is prepared thanks to a harvesting/mapping session of just one person.

Each week, the chosen harvester receives a briefing via skype on Thursdays or Fridays during which his connection is tested with Anim-fr section of Assembl. After this he then proceeds to harvest and mapping himself on the Friday or Saturday of the next week according to his time schedule. In the meantime, Jean-Michel Cornu is available at all times so that he « does not get stuck » (this possibility was rarely used, only for minor connection problems) At the end, the harvester takes note of the number of mails he has 'harvested' (whatever the number of sections collected in the mails) and the duration of harvesting and mapping (pure duration, once all the harvesting has been carried out and is identified by the testers). He also completes the test document with his own comments, suggestions and bug reports. A second debriefing via Skype then takes place to ensure that the duration and comments have been correctly recorded, and to get a first impression. Because the synthesis function and the transmission to the list was not yet ready, on the Monday, Jean-Michel Cornu carried out manually the synthesis mail. This job in itself involves more time than the harvesting session, it was therefore decided to relieve the testers of doing it.

3.4.2 Launch on the 2nd June, 2014

Rather than asking the vague question « managing stress in a group » the mail to launch the experience was based on previous work (what is stress, which leads to the question how to release it) and by the experience in Montpellier during Moustic 2015 act 1 (see part 3.2). The launching mail is therefore in itself a real mini synthesis of the work already carried out. However, it was decided not to include everything, in order to simplify the session and therefore help participants to get involved (during a previous test of this method without the software assembl with a thousand or so contractors, a huge amount of preliminary work was carried out with the Partner "Entrepreneurs d'Avenirs" -the Contractors of tommorrow-. However, this session was too complex, which reduced significantly participation). A large part of the elements that came from the initial meeting (in the form of a mind mapping), that were not taken into account in the launching mail of the online debate were gradually included as the debate progressed (see the launching mail, appendix 1.1)

3.4.3 Firing the discussion: "The complicity method"

Note : this part has not yet been covered in the method used[4], it is detailed here with Scientific reference.

[4] Jean-Michel Cornu, How to produce a document with more than a hundred people - http://ebook.coop-tic.eu/francais/wakka.php?wiki=CommentProduireUnDocumentAPlusieursCentai

In parallel to the launching mail that was sent to the anim-fr list, twelve separate and appointed mails were sent to the people chosen for their interest in the proposed collective intelligence process, asking them to reply as soon as possible to this mail in order to fire the discussion (see the nomination mail, appendix 1.2). Six of them answered during the day, which gives an average response rate for this type of mail (about 50% for a nomination mail requesting an immediate answer). This "complicity method" is particularly useful when launching a debate, and also a group when the aim is to get a maximum of people to speak for the first time during an online roundtable. The reaction rate increases after a certain level of feedback. This level is around 5 to 7 which relates to the limit of the cognitive capacity (capacity limit of the visuo-spatial sketchpad) which gives the impression of "alot" and urges participants to also contribute themselves[5]. The activity should also give the feeling of a large number of people in the group to the participants[6] (by giving the number of registered people, which was done in previous mails) and a sufficient number of people that have contributed to incite others to do so too[7] (which becomes visible as you gradually receive the mails of people that are contributing[8]). These two indicators should use an approximate measure rather than a precise measure[9].

3.4.4 Online debate and synthesis

Note : Some of the synthesis are available in the appendix 1 "launching mails and synthesis".

Jean-MIchel Cornu, How to produce a document with several hundred people - http://ebook.coop-tic.eu/english/wakka.php?wiki=HowToProduceADocumentWhenYouAreSeveral

[5] Miller, G. A. (1956). "The magical number seven, plus or minus two: Some limits on our capacity for processing information". *Psychological Review* **63** (2): 8197.doi:10.1037/h0043158. PMID 13310704.

[6] The aproximate knowledge of the number of participants involved in the groups brings this principle into play 90-9-1 : http://en.wikipedia.org/wiki/1%25_rule_(Internet_culture) - http://fr.wikipedia.org/wiki/R%C3%A8gle_du_1_%25 which indicated a constant rate of 10% reactivity (in fact between 10 and 20% and up to 40% in roundtable discussions, this only being true for reaction rates. For pro-reactivity, those who, for example, will contribute directly via the tool rather than simply answering the mail, this level in only a few percent)

[7] Jean-Michel Cornu, making the most of giving, to yourself, to society, and for the economy « tirer bénéfice du don, pour soi, pour la société, pour léconomie », FYP edition 2013 - chapter 6.3 A global indicator of giving "L'indicateur global de don" – This chapter shows how a global, anonymous and approximative aspect helps incite participants to take action.

[8] In bigger groups (around 1000) or with certain areas of people who do not wish to receive more than one or two group mails per week, it is no longer possible to see before the next synthesis, the approximate number of participants. In an on line debate (with the same method, without yet using the Assembl software) implicating 1500 people from the International Group Adeo, an intermediary mail was sent between two synthesis, which provided some stimulating contribution and allowed the number of contributions to add incitative to the contribution.

[9] Véronique Izard, Ghislaine Dehaene-Lambertz, Stanislas Dehaene, « Distinct Cerebral Pathways for Object Identity and Number in Human Infants », *PLoS Biol*, vol. 6, no 2, 2008. More recently Antony Jack showed that specific task such as calculating (non approximate) are incompatible at the same time with the empathy that allows cooperative attitudes such as contributing to a collective debate - Anthony I. Jack, Abigail Dawson, Katelyn Begany, Regina L. Leckie, Kevin Barry, Angela Ciccia, Abraham Snyder. fMRI reveals reciprocal inhibition between social and physical cognitive domains. *NeuroImage*, 2012; DOI:10.1016/j.neuroimage.2012.10.061

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The first debate mapping was carried out by Claude Henry and the synthesis sent on the 9th of June, 2014. During harvesting, a bug slowed down considerably the time required (it was necessary to keep relocating the following mail). The development team got together and efficiently resolved this problem during the week, which helped the work of the testers a great deal. Comments about identifying the bug:

> Return to the top during the discussion : Whilst harvesting on a continuous basis, and placing an extract as a sub-idea, even if the padlock is on, you get back to the first message on the list in the message sign. This means that you have to re scroll all the sign to find the message where you left off (or the following message). This considerably increases the time involved in harvesting and the harvesters attention is drawn away meaning that it is difficult to keep a global view *(the same comment to comment 2 from Laurent Chedanne and the comments "losing harvesting" on Asana ?)*

It can also be noted, because of a lack of explication, the harvester naturally puts extracts which are close, to but not similar to into the same idea, rather than creating sub-ideas so that people consulting the synthesis or the table of ideas can see all the ideas given, without needing to systematically go back to the extract (they just do this when they need to better understand who presented the idea and how). They can even in certain cases, go back to the original mail to review the extract in its context). The synthesis sent by mail has therefore taken into consideration this point, and is featured in the form of sub-ideas the different extracts very often grouped together with the same idea. This resulted in, however, a mapping session to synchronize the table of ideas with the synthesis sent (mainly by putting back the various extracts regrouped in an idea in the form of sub-ideas (see comment 4.8.1 explanations on how several extracts can be found in the same idea).

Furthermore, to test the setup of a synthesis in video form, a video recording was produced presenting the original synthesis but not shown on the list (This synthesis video is planned for the fourth week so that the tools of the research organization " Forum des Débats" can be tested too). However, someone (from outside the group) found this video and sent their comments. These comments were then sent to the list. In the discussion, other 'indirect' contributions were forwarded by one of the participants and by a debate organizer. This point, extremely positive, shows that contributions can get to assembl in other ways (finding a reaction in another place than the list or the Assembl site, for example from youtube, college exchanges or whatever) This proves the reality of the comment 4.6.1 "Allocation of an extract to its true author when there is an intermediary".

The second mapping debate was made by Nathalie Menet and the synthesis was sent on the 16th of June, 2014. This time, thanks to the elimination of the bug slowing down harvesting, and due to a better explanation of the difference between a sub-idea and multiple extracts in a same idea, harvesting and mapping took place without mishap. It appears though that during previous explanations, it is necessary to add a point about the difference in "full title" and "empty title" (journalistic terminology) so that the title for an an idea does not only say for example "example of an external contribution" but rather some thing like "a fictional story as an external

contribution to help develop an aspect of the debate and relax the participants" (see 4.8.2 explanations about the difference between a full title and an empty title for ideas).

The third mapping debate was carried out by Irina Jaubert and the synthesis was sent on the 23rd of June, 2014. Here too, harvesting and mapping were conducted without mishap. The notion of full title still needs further explanation to help give the titles more definate ideas.

It can be noted that the third mapping online (the fourth, if including the initial mapping in Montpellier) has allowed considerable reorganization of the table of ideas. Very often, during debates there comes a time as exchanges advance that a "quality jump" arises. A new outlook appears, which means that a deeper and further reorganization is required concerning the table of ideas, but brings with it inevitably new paths. In this synthesis, regrouping several answers in the "anticipating stress" section reveals that what can/must be done before (understand, limit stress, anticipate tension that appear whatever happens) during (be aware of stress and treat it) and afterwards, must all be distinguished. These moments of reorganization are generally stimulating for the group, but also increasingly for the harvester. Most of the debriefing after the harvesting/mapping session was centered on the consequences of this reorganization of level 1 of other branches in the table of ideas, which explains the additional 30' added by Irina Jaubert and the additional 30' passed by Jean-Michel Cornu to work on the table of ideas before producing a synthesis mail. The synthesis was presented several days later in the form of a video, which qualified the different sections with the tools from the Debate Forum.

After the third synthesis, one of the participants had the feeling that their contribution was only partly taken into consideration. This helped explain to the group the importance of commenting on the quality of the synthesis, not to blame the person that has prepared the synthesis (nobody is able to perceive all the points of view given by the group). On the contrary, to complete the synthesis in such a way that it is not just the product of an individual, but that it is completed with the approval of all. The participant was then able to contribute something that appeared to be missing in the synthesis. The following synthesis then took this into consideration (in addition to the new contributions of the week), additional points not considered in the synthesis (see the comment 4.8.4 preliminary explanations to the group of the importance of the way to react to the synthesis if their comments appear either bad or not considered)

The fourth mapping debate was carried out by Jean Sallantin and the synthesis broadcast on the 30th of June, 2014. The lack of contributions might possibly be explained by the fact that the group had the impression that the subject dried up (without creativity tools which could have enlivened ideas, which were unable to be tested) and also because holiday time was near…

3.4.5 Amout of time used by d'Assembl, harvesting performance measurements

Name	date	nb of harvests	duration
Jean Sallantin preliminary test	02/06	4	2h00
Jean-Michel Cornu preparation of the initial mail from the initial card	2/6	----	1h00
Jean-Michel Cornu sending nominative	2/6	---	2h00

mails to 13 complices			
Claude Henry 1st debate harvesting a	6 and 8/06	22	3h30
Jean-Michel Cornu 1st synthesis mail	9/6	---	2h30
Jean-Michel Cornu resynchronization of the 1st synthesis of the table of ideas	12/6		2h45
Nathalie Menet 2nd harvesting debate	14/6	11	1h30
Jean-Michel Cornu 2nd synthesis mail	16/6	---	2h30
Irina Jaubert 3rd harvesting debate	20/6	12	1h30+ 0h30
Jean-Michel Cornu 3rd synthesis mail	23/6	---	3h00
Jean-Michel Cornu Presentation video of the 3rd synthesis	24/3	---	0h45
Jean Sallantin 4th harvesting	27/6	3	1h+0h45
Jean-Michel Cornu 4th synthesis mail	30/6	---	1h30

The number of harvests represents the number of messages treated (that have at least one harvested extract). It appears that the time spent depends less on the number of harvested messages, but more so by the debate's complexity, and the general software ergonomics to gain an overall outlook of the debate.

3.5 Presenting the workshops to the Collective Users Forum in Brest (1-4 July, 2014)

3.5.1 Plenary presentation session on stress in groups

On Wednesday, the 2nd of July, the synthesis of the debate "how to manage stress" was carried out in a plenary opening session of the Cooperation Users Forum (with 430 participants) in the form of a prezi (arborescence presented in zoom form, with illustrations and a more graphic presentation) : http://prezi.com/sltpr7vrczrn/comment-gerer-les-tensions-dans-un-groupe/ Questions and comments at the end of this session helped to enrich the synthesis.

At the same time, Eric Grelet, artist, drew on direct, and this was projected to the assembly with the help of adding more screens to the main presentation screen. These drawings bought a humoristic note to the various aspects of the synthesis.

3.5.2 Presentation Workshop and Assembl Training

On Wednesday, the 2nd of July in the afternoon, a workshop bought together 25 people who were formed at Assembl (feedback captured by taking notes on a common pad were integrated in the test feedback). Everyone was able to carry out a harvest, and organize the table of ideas. Some connection problems and visibility on various browsers were bought up. Generally though, there was positive feedback with a desire to test dAssembl within their own group (probably as from September).

3.5.3 Additional Opening Iteration Workshop on the Synthesis with the Debate Forum

On the Thursday, 3rd of July, a Workshop let participants see part of the synthesis (anticipating stress) and to involve them with the help of the organization "Forum des Débats" (with video annotations to qualify the debate).

4) Test Feedback

The points below do not take into consideration comments and bugs already corrected during the test and identified in the redmine tool for technical follow up (which represents a major part of the bugs and problems that were found)
(the numbers between brackets refer to the number of the rough comment in appendix A2 not included in this document)

Situation for each of the 42 comments:

- A : Consideration planned for September
- B : Consideration planned for later
- C : Discussion currently underway (Developers advise to not take into account this point, or to treat it differently). In this case, choosing whether or not to take a comment or to treat it differently should only be made after discussion and in a college fashion (including the person that made the comment)

4.1 Improvements necessary for ongoing tests

4.1.1 Software performance A

The software has performance problems when the number of messages becomes too important. This means that it was not possible to test Assembl on the list Fablab because there were 300 messages in April. There are currently more than 700. Therefore, to be able to carry out the test planned for the fablab list, Assembl must be able to treat archives of a minimum of 1000 mails (even more in the end, if we consider that it must be connected to permanent lists, and not only on one shot debates).
The server is sometimes pending which generates « occupied » scripts, or it does not answer, which considerably slows down the work (Irina Jaubert [14f])

4.1.2 Setting up Synthesis functions A

In the tested version, the synthesis function was not working, which meant hand writing most of the table of ideas to create a mail that was sent to the list (see also Nathalie Menet [7d] Claude Henri [11c])

4.2 General Comments

4.2.1 Access according to systems and browsers

A few problems with Windows 8.1 and Ipad Air (Philippe Olivier Clement [3]) B
Problems with Firefox but not with Safari (Jean Sallantin [5])
The drops carried out do not work with Firefox (Jean Sallantin [17a])
On some drivers, especially Firefox, the colours are too pale and make it difficult to harvest (greys are not shown)

4.2.2 Stability

Sometimes a “bad gateway” message appears (Nathalie Menet [7c])
on my PC (Wndows 7, chrome Version 35.0.1916.153 m), the software jams about every 20’. If there is no message error then a simple F5 is not enough. I have to wait until I get the message

error, and then choose to close the page and then re launch (luckily everything is saved as it goes, it's just more time, but with no losses (Jean-Michel [13i])
Script writing problem: http://assembl.coeus.ca/static/js/bower/jquery/jquery.js:285 Browser Firefox 30.0 SE: Windows Seven 64 bits (workshop in Brest)

4.2.3 Standardization of Terms

Replace all the terms "segments" by "extracts" which was the term chosen (Jean-Michel [10b])

4.2.4 Keeping the context

For a particular person, keep the context of the table of ideas (branches open or closed) so that you can get back to the same situation when you go back (or when you renew after a problem such as 4.2.2) (Irina Jaubert [14a])

4.2.5 The problem of duplicating registration A

In the registration formula, the send button is in half tint, so therefore nearly everyone clicks on register rather on login and is registered twice.

1. Change the formula so that a difference is made between register and login.
2. A message informs us that we have received a message, most people have not received anything and do not know what to do (More details needed in order to investigate)
3. You can even find yourself (registered twice with the same details) and then it becomes impossible to log in...

4.3 The "Table of Ideas" board

4.3.1 Access to unread messages linked to an idea B

To be able to click on the digits of the table of ideas which relate to "number of unread messages linked to this idea" to directly access unread messages linked to this idea (Nathalie Menet [12c])

4.3.2 Search Engines C

Have a search engine, so that an idea in the table of ideas can be found easily (especially when it is long) (Jean-Michel [13b])
Comment from developpers : There is a search engine planned in the message, as soon as we have time. However,it is unlikely in the table of ideas as it is not an immediate priority. A real time research in an arborescent sctructure is no mean affair .

4.3.3 Overall view of the Table of Ideas C

One of the key elements is to help the harvester (and the reader) to get a global vision of the ideas. Even when closing certain branches, it is still necessary to have the maximum number of ideas on screen, whilst rapidly understanding the structure. It is difficult to compare using a « small » computer screen against a white table or « post-its » stuck on to 2 walls.
complementary propositions. (Jean-Michel [13d]):
1. Delete empty lines between the ideas so that the number of ideas shown on screen are doubled ([A3.2]) (developper comment : Would that not make using a pad only more difficult to handle?)

2. Create formatting to automatically visualize the structure of the table of ideas (this could possibly replace the hand written formatting proposed previously and planned just for the description field or for the synthesis of the idea board) :
3. level 1 : a certain coulour, for example blue (by placing the current debate's title on level 1 as well as the contents of level 1 the rest of the previous harvests for a more permanent group, which would help to rapidly pick out the branch of the debate in progress)
4. level 2 (therefore level 1 of the debate) : bold underlined
5. level 3 : bold
6. level 4 : underlined (only if there are sub-ideas in level 5 or more, if not normal text)
7. level 5 and following : normal text
(developper comment : technically easy to acheive, but must be discussed with the team)

To facilitate the task of being able to grasp at a glance(this means not having to read the whole text of the table of ideas, but being able to navigate inside, as if in a map), we could imagine that the editing only concerns the title of the idea until the first punctuation character (full-stop, dash…) this would enable putting in quotation a word or two which can be easily found later (thanks to coulours, bold and underlining) in a large table of ideas (see textual mapping in "How to produce a document with several hundred people : http://ebook.coop-tic.eu/english/wakka.php?wiki=HowToProduceADocumentWhenYouAreSeveral2)

4.3.4 A bug when placing text in the table of ideas ?

When we put an idea under another one, sometimes (but not always ???) it is placed not just under, but at the start of a group of ideas. Therefore sometimes you have to search afar (when there are a lot of sub-ideas) by scrolling and searching (Jean-Michel [13e])
In the same way, sometimes when placing an idea as a sub-idea of someone else, it positions itself at the head of the sub-ideas list, or sometimes queues … (Jean-Michel [15f])

4.3.5 Scrolling the table whilst moving an idea B

It is difficult to move ideas to the top of the table because when you scroll the zone is quite small. You have to move up the idea page by page (Irina Jaubert (14b])
Developper comment : You can enlarge the zone, but for the time being the zone using dragover only works with chrome.

4.3.6 Selecting ideas for the synthesis

Enables you to either select a single idea and all the sub-ideas or just one idea (for example with two boxes or even by a system of ticking boxes with several clicks: 1st click – selects one single idea, 2nd click – selects the idea and all the sub-ideas, 3rd click – cancels the selection. See also how to cancel the selection of all the sub-ideas of an idea.

Types of Use:

1. Selecting from the idea that originates from the debate of all the sub-ideas (there could be other older debates that you do not want to select)
2. Then delete the selection of certain branches with all their sub-ideas for those that you do not want to continue with

3. And refining the selection by adding some sub-ideas not selected and deleting some ideas that were selected.

4.3.7, Display all the ideas added since the last synthesis

It would be interesting to have a on/off buttons so that (for example with a certain coulour) all the ideas added since the last synthesis are easily obtainable. (Jean-Michel [18a])
Developper comment : Relatively easy, but needs a menu for the filters.

4.3.8 Working with the grey tints to position an idea in the table of ideas B

The function of placing extracts in the table of ideas and the function of ideas displaced in the table of ideas is not the same:
The grey tint above places an extract as a main idea, whereas if it is an idea taken from the table of ideas, this places it as a similar idea…

Furthermore, people trained (a dozen on line and 25 actually present) often meet up with a problem initially to slide an extract until the grey tint under the idea appears (to position an extract as an existing idea, is the most common example. This particular point was solved on June 6th.

It would be easier to « aim for » the right part of the idea rather than the lower part to place an extract as a sub-idea (the surface to aim at is much larger). Furthermore the operation would be more natural (on the right hand side of an idea, you create a sub-idea).

Proposal for a unified operation to place extracts and ideas: 4 zones

1. Grey tint on the idea, or better still perhaps on the left part, only accessible to displace an extract: places the extract in the idea (no action if it is a displacement of an idea)
2. Grey tint on the right of the idea: places the extract or the idea as a sub-idea (more exactly as a sub-idea at the bottom of the list of the existing sub-ideas
3. Grey tint at the top of the idea: places the extract or the idea as a neighbor idea just above
4. Grey tint at the bottom of the idea: places the extract or the idea as a neighbor idea just underneath

4.4 The “idea”board

4.4.1 Display the format in the extract (carriage return)

When you capture a comment with a carriage return both parts are pasted. Add at least one space so that the text is more readable (Jean-Michel [10a]) comment from Benoit : the annotator does not send HTML posts and the carriage returns, to be seen with Marc-Antoine. (for a way to treat, see comment 4.4.2)
To be able to display mail extracts in the idea as the appear in the main text of the mails (with underlines, bold, level of reply, coulour…) (Nathalie Menet [12e])
Developper comment: may be not feasible

4.4.2 Changing the extracts C

It would be interesting to add a word or two in the extract (and not only in the title or the description). As the harvesting is made up of related characters, sometimes " a little something" is missing to improve the sense of this chain (Claude Henri [11d]). This would also allow a way to process the comment 4.4.1)
Developper comment: It seems to me that it is not the role of the synthesis to reformulate .

4.4.3 order of extracts B

It would be nice to be able to change the order of the extracts in an idea (Claude Henri [11d])

4.4.4 Redistribution of an extract to its true author when there is an intermediary C

To be able to change the name associated with the extract to discover the true author (for example a mail from Guy who is not on the list was retransmitted by Jean-Michel, a real-life discussion outside the context of the list was retransmitted by a participant, or a participant or list commented through other means –Youtube in the case of synthesis n°3…) (Jean-Michel [13a] et [15a])
Developper comment : Alot of work for a rare situation. What happens if the user is not registered with assembl? It seems to me more important to be able to choose whether we give credit to the extract or not, and this would also resolve the problem of harvesting for final classification

4.4.5 Text for the synthesis

The text for the table of ideas suits perfectly the text of the synthesis. It is therefore unnecessary to change it in the idea, but only in the synthesis (the only use is when the text of an idea transformed and when an idea and some sub-ideas are represented in a single line in the synthesis to gain space. For example, "bodywork" has two sub-ideas : "Eutonie" (body practice based on listening to the body to release tensions) and a "practice of expressing emotions" In the synthesis, as it is a discussion a bit removed from the actual discussion, I have just taken "bodywork" and transformed the text to "bodywork : eutonie, expressing emotions (Arturo, Claude)".

It is therefore proposed to delete the field "text for the synthesis" to simplify the understanding of the idea sign, and to only change the synthesis in the synthesis sign. However that other modified synthesis can be kept by default (rather than having to be updated with the title of the synthesis each time) because very often the modification is reused to take into consideration (Jean-Michel [13c])
Developper comment: It is true that removing the field costs nothing, but I am afraid that the harvesters are even more confused between the distinction of table of ideas and synthesis; But well, I am willing to remove it.

4.4.6 The field description

Finally, the field description has not been used. Has it been used in other tests or is it better to delete it, and only keep in the idea the title, and extract (and maybe future components IBIS) ?
Developper comment: should be discussed with Frank

4.4.7 bug “see in its context” A

To see in context does not open the message sign, if it is not already open. You have to then open the message board to see the message linked to the idea (Jean-Michel [13f] & [15g])

4.4.8 Make all the text clickable to see it in context

It might be interesting to make all the extract clickable, rather than just the text “see in context” (we naturally click just about anywhere in the body of the text when we want to see the original mail) (Jean-Michel [13g])
Developper comment: This function comes from one of Jean-Michel’s comment, who asked if we could copy text from an extract. If everything is clickable, then it’s very difficult to do.

4.4.9 Adding tags to ideas (as well as search engines 4.3.2) C

Adding tags in the ideas would allow more elaborate sorting. Example of use: find all the people that have presented themselves (one idea by presentation) and who are interested by a specific subject of the group. Or even to find in all the arborescents the ideas that were expressed during a particular real life meeting … (Irina Jaubert [16a])

4.5 The clipboard

4.5.1 The transfer bug

When you press a second paper press in an idea, sometimes it only works the second time you do it (Irina Jaubert [14e])

4.6 The “messages”board

4.6.1 The last harvested message jams

When you add an idea (new, without an extract) so that you can put harvested extract as a sub-idea of this idea, the message window is reorganized with all the messages, and you lose the current message (even if the padlock is?) (Nathalie Menet [12b]).

4.6.2 Being able to select messages over a period of time B

To be able to display messages « from….to…. » and to include non harvested messages as well as all the messages (Nathalie Meneet [12d])

4.6.3 Untimely opening of the message sign

From time to time, when you work with only the table of ideas board (and perhaps with the idea board open but the message board closed) or when you move something in the table of ideas, the message board opens (which means you have to close it, because at this stage you are usually organizing the table of ideas). This bug loses alot of time (and concentration) in the mapping stage when harvesting is complete)
Developper comment: need steps to reproduce

4.6.4 Losing current messages when you add a new idea

When you are harvesting messages and you want to add a new idea without extracts, using the button « add an idea » in the table of ideas, your lose the message that you had just been working on (it seems that a filter is created) (Irina Jaubert [14c])
Developper comment: This is a normal mechanism when the message sign is not barred.

4.6.5 Navigation in the messages to be harvested

See the discussion : message button next previous [A.3.3]
What is planned : delete the messages once they have been harvested, to only see the next message to be harvested. But sometimes you need to go back to the message harvested before. What can we do?
Developper comment: It is the quotations in the main body text that are deleted (that 3.3 called “previous message”. Logically, the latest message that was harvested is just at the top if you want to return

4.7 The « synthesis » board

4.7.1 Legibility of the synthesis structure (textual mapping)

(See also comment 4.3.3)
Highlighting the synthesis structure

1. Level 1 (the first level chosen could be the level 2 in the table of ideas) bold underline
2. Level 2 bold
3. Level 3 underlined (only if there are no more levels after and including level 4)

Apply these modifications until the first punctuation character (full stop, dash…) to that the modification applies to one or two words and enables a « mapping » reading of the synthesis (Jean-Michel [13d])

4.7.2 Changing the text of the idea in the synthesis (done)

This lets you modify the text of an idea in the synthesis (this should be able to be done in the synthesis board, but is not needed in the idea board as it is now). This has only been used in a specific case: an idea is in a synthesis without the sub-idea, but you want to formulate the idea, so that sub-ideas are indicated (Jean-Michel [d])
Example in the table of ideas:

- Body Practices
    - Eutonie (body practice, based on listening to the body to reduce tension and pain) (Arturo)
    - Practice of expressing your emotions (Claude

Becomes in the synthesis :

- Body work : Eutonie, expressing emotions (Arturo, Claude)

4.7.3 Adding a contributor to the synthesis C

In the synthesis, at the end of the line containing an idea, add the first name of, or contributors (if possible, without a name or by proposing a parameter to be able to choose) This would allow showing the diversity of contributors, to find your own contributions, whilst not featuring too much certain people (the first name is not a pseudo, but something in between). To be able to change this part (the same as formulating an idea), for example, in the case where you present an idea without its sub-ideas, but you want to credit all the contributors of the idea and the sub-ideas nevertheless (Jean-Michel [15c])
Developper comment: It is planned to use the first name and the first letter of the surname (which has not yet been done, sorry) As for editing this, it is extremely complicated. Saying this, there is a great need to be able to choose the people credited, the contributions that have been

harvested are not all vital to the discussion. If we do this, it will be easy to open the choice of extracts of direct children.

4.7.4 Sending the synthesis and choosing the name of the sender (done)

So that contributors that are not aware of the setting up of the tool are not « destabilized » it might be useful if the name displayed of the source of the mail is the name of the organizer (Brest workshop)
Developper comment: The name of the sender is the one that published the message. Logicaly this is the organizer, no ?

4.8 Improvements in the explanations provided to participants and in the User Guide

4.8.1 Explaining why several extracts can be found in the same idea

Some testers have put extracts on the inside of an idea, rather than putting them as sub-ideas. We have to better explain that if an idea contains several extracts, this means that it expresses the same idea, even if they come from different contributors.

4.8.2 Explaining the difference between a full title and an empty title for the ideas

Here is an example to create a sub-idea using “plan ahead procedure”.
Rather than “why this procedure?” (empty title)
Preferable “to canalize energy, guiding it towards a positive and creative expression (full title) (Jean-Michel [13j])

4.8.3 Improve explanations about how to propose a new idea in the table of ideas

Comment from Claude Henry : It took me a while to discover how to “propose” writing a new idea. I find that what has been noted in 5.3.1 of the user’s guide is not clear. (Claude Henry [4])

4.8.4 Preliminary explanations to the group of the importance of the way to react to the synthesis, if their comments seem bad or not taken into consideration

A lot of concern about introducing choice, and the vision of the harvester to the debate, and also concern about messages taken wrongly. It needs to be explained that the iterative process lets participants not only react to ideas, but also to the synthesis and the ideas considered beforehand. The aim is not to have a perfect synthesis, but rather a synthesis conducted in an iterative manner, leading towards a formula that suits everybody (rough consensus).

4.8.5 Standardizing terminology in the Guide

Replace where necessary all the mentions in the guide of “segments” by “extracts” which is the chosen term (Jean-Michel [10b])

4.8.6 Documenting padlocks for the idea board

Document this new function (very useful…) (Nathalie Menet [12d])

4.9 The harvesting process A

(see the whole discussion in [A3.4])

The main objective is to be able to do a complete session (harvests, mapping, synthesis) in a maximum of one hour for a typical debate (from 10 to 50 messages between two synthesis) against 5 hours without software, and about 2 hours at the moment. A certain number of improvements have already been made concerning productivity.

4.9.1 Optimizing the harvesting process

Some suggestions to reduce the number of clicks on the most frequently used operation (harvesting an extract in a mail and placing it as a new sub-idea in the table of ideas, after having modified the title of the idea) :
1. To be able to drag to the table of ideas from the underlined text (yellow) or at least from the whole of the bubble, rather than just part of it.
2. Once the harvest is complete, have the text of the title of the idea automatically selected in the idea board so that you can type a new title without clicking in the field.

Using this idea, harvesting in messages could be carried out with the following steps (once the message is displayed):

1. Underline the extract
2. Drag the extract to the table of ideas (from a starting point big enough: all the bubble, the bubble and the extract in the bubble or even from anywhere as long as the extract is selected?)
3. Type the new name and the idea if necessary (without clicking anymore)
4. Select another extract in the message, or click on the next message to display the following message.

4.10 Connecting Assembl to various discussions

The aim is to allow various push tools (tools that participants use frequently to reach reactives and not only proactive people) - mail, social networks…-and lets different levels of information (receive all the comments like in a discussion list, only receive synthesis and a few specific mails, or even mix them both, according to everyone's choices) are adapted for the public and the size of the group.

4.10.1 Adapting to different group sizes, and to a different public

When you reach a certain number of participants in a collective intelligence experience, you can expect that the amount of contributions increases. According to the principle 90-9-1, the number of contributors is in percentage relatively stable to the amount of inscriptions, usually between 10 and 20% in the context whereby reactivists are called upon. The reactives answer a question via a tool that they regularly consult, mail or social network, but do not visit spontaneously a site or a forum where a discussion is going on, (which is the case of 1 to 5% of proactives) In this case, the number of providers becomes important enough to flood participants, who then no longer wish to join the debate.

The limit whereby it is no longer possible to use a discussion list (everybody receives answers from everybody) or a page on a social network, varies according to the type of public involved [10] : it appears to be between 500 and 1000 inscriptions for committed communities, a whole lot less for contractors for example (who can only tolerate in this case being sent one or two mails per week). In this case, only a weekly synthesis, or possibly an intermediary reminder contains an acceptable selection of contributions[11].

Taking into account this situation, and having debates with very large groups, but also with smaller groups but with a professional participation, it is necessary to adopt a particular type of mechanism:

1. The moderator can send a message (initial message, synthesis, which offers a selection of stimulating contributions) to all the participants (or all the participants of a certain language). This message is then also inserted in a forum as a new question. It is possible to make the moderator sent messages directly from the forum, which then becomes the transmission tool for all the participants.
2. The participants receive this message either in their mail box, either as a private message, or as a post on the social or public network that they use. (public posts can in this case flood the synthesis and reminder mails with all the replies)
3. Participants who wish to contribute can simply answer the mail or message in the social network (in this case, it becomes necessary to identify the reply of the original mail, this can be done for example by requesting that an answer can be made above the message sent « please reply above this point ». (This phrase can be modified according to the language being used in the debate.) Participants who wish to do so, can also of course contribute by going to the question asked in the forum, where a link is given for each question (But as this method is based on the participation of reactives, it is important that each participant receives synthesis and intermediary messages « at home » with a tool that he uses on a regular basis: mail or social network).
4. Messages that are not sent by the moderator (synthesis and intermediary messages) but by the contributors (contributions reacting to the moderator's messages) feed the forum as an answer to the initial mail from the moderator.
5. It should be possible to set up a default parameter (and if possible that everyone can modify) the possibility that participants either receive or don't receive the answers so the group's size, the audience or intermediary choices can be taken into consideration.

Such a function could be set up with:

[10] In the case of the Adeo group with a group of selected Professionals, the debate was set up by the Direction of the group. Participants accepted one mail per day.

[11] Participants tended to contribute according to several factors: the total number of inscriptions displayed, and the number of contributors before them (which explains the « complicity method » to fuel the fire, but also the importance to display different contributions, which in this case, can be regrouped in an intermediary mail). Complete analsis of the debate on monetary innovation showed that the vast majority of contributions were made not to answer the synthesis, but to reply to the first contributions of the synthesis. This should tell us that it is mostly the contributions than the synthesis that invite contributions, or that contributors wait to have the first contributions before contributing themselves.

- A forum split up into various debates (which could be the Assembl tool with three levels: debates, questions , contributions) allowing a different use according to the initial questions (with the possibility of only including some), each new post is sent to all the people registered for this debate (or this group, which means the same) or the answers (possibility of a global parameter that lets you choose whether to send replies or not to everyone, according to what you want to do either a discussion list type or for a large group. In the ideal, each participant could change this function to suit his needs.
- An inscription system to the group or debate type CRM (or even better VRM Vendor Relationship Management) and that could provide an interface with other authorizing systems to access other services of the group or debate (SSO). Each person could choose his reception mode (mail or a given social network) and could change the possibility of receiving all the contributions or only synthesis and the moderator's intermediary messages.
- A transmission system for forum posts in the form of mails, or a given social network (ideally to give the possibility of developing new plug-in to add new social networks to take into consideration for example the company social networks such as Elgg) allowing possibly replies straight from a mail or a social network
- A mail tracing system that would allow the contributor's answers to be replaced in the forum as a message sent by the moderator (initial question, synthesis, or intermediary reminder message)

5 Follow-ups for 42 propositions

Number	Title	Urgent	Complicated	Situation
4.1	**Improvement necessary**			
4.1.1	Software performance	A		Necessary for ongoing tests
4.1.2	Setting up synthesis functions	A		Necessary for ongoing tests
4.2	**General comments**			
4.2.1	Accessibility according to browsers	B		Need more information
4.2.2	Stability			Need the process to reproduce
4.2.3	Standardizing terminology	done		Done in french
4.2.4	Keeping context			Possible, but long, should be put on the list, and see when it becomes a priority.
4.2.5	Duplicating registration	A		
4.3	**Table of ideas board**			
4.3.1	Access to unread messages linked to an idea	B		
4.3.2	Search engines	C		
4.3.3	Overall view of the table of ideas	C		
4.3.4	Insertion bug in the table of ideas			
4.3.5	Scrolling the table whilst moving an	B		

	idea			
4.3.6	Selecting ideas for the synthesis			
4.3.7	Display all the ideas added since the last synthesis	B		
4.3.8	Grey tint functions to position an idea in the table of ideas	B+		
4.4	**Idea board**			
4.4.1	Display formats in the extract (carriage return…)	C	+++	May be not feasible
4.4.2	Modifying extracts	C		
4.4.3	The order of extracts	B		
4.4.4	Reallocation of an extract to its true author when there is an intermediary	C+		
4.4.5	Text for the Synthesis	C	-	
4.4.6	Description field	C		
4.4.7	bug : “see in context”	A		
4.4.8	Make all the extract clickable to see in context	C		
4.4.9	Adding tags and ideas	C		
4.5	**Clipboard**			
4.5.1	Transfer bug	B		
4.6	**Message Board**			
4.6.1	When the last message harvested jams			
4.6.2	Being able to select messages over a period of time	B		
4.6.3	Incorrect opening of the Message Sign	C		
4.6.4	Loss of current messages when adding a new idea	C		
4.6.5	Navigating in the messages to be harvested	C		
4.7	**Synthesis Sign**			
4.7.1	Legibility of the structure of the synthesis	C		
4.7.2	Modifying text of the idea in the synthesis	Done		
4.7.3	Adding in the synthesis of the contributor	C		
4.7.4	Sending the synthesis by being able to choose the name of the sender	Done		
4.8	**Explanations and Documents**			
4.8.1	Explanations when several extracts are found in the same idea			
4.8.2	Explanations about the difference between a full title and an empty title for the ideas			
4.8.3	Improve the explanation on the way to suggest a new idea in the table of ideas			
4.8.4	Preliminary explanations to the			

	group of the importance about how to react to the synthesis if its comments seem bad or not taken into consideration			
4.8.5	Standardizing terminology in the guide			
4.8.6	Documenting the padlocks for the idea board			
4.9	**The harvesting procedure**			
4.9.1	Optimizing the harvesting procedure	A		
4.10	**Connecting Assembl to various discussions**			
4.10.1	Adapting to different group sizes, and to a different public	C	+++	Necessary for the version pro

Appendix

A1) Synthesis and launching mails

A1.1 Launching mail on the 2nd June

Hello everyone,

As promised, I have pleasure in suggesting an event to you via anim-fr **a collective intelligence exercise** to make progress together on the question "**how to release stress in a group?**".

What do we already know ? :

- There are always tensions in a group and we can't avoid them all
  - *Tension due to the discussion (who is wrong?) or tension coming from an outside source*
- In this case, we are no longer conscious
  - *We switch on to survival mode (attack/flee)*
- When there is tension they amplify
  - *Fear or anger of others increases my tension*
- There are ways to evacuate stress
  - instinctive : violence *(but this is one of mankind's problems)*, fleeing *("I do not want to see him", but the stress remains.)*, sex *(for bonobos or for some couples...)*
  - thought about : kindness, being aware *(but only to a certain level of stress...)* or though an arbitrator *(when there is one which has authority and a cool head...)*

Some answers to evacuate stress in a group, when we are no longer conscious of

The first leads taken from a workshop in Montpellier :

- Find out when there is tension
  - If the person is aware then he/she put an object that is chosen beforehand on the table, and everybody stops
- Evacuating tension
  - laughing *(self mocking or mimicking others)*
  - body *(deep breathing, massaging the back of another...)*

    - take a break *(reduces tension, but does not evacuate it?)*
    - violence upon an outside scapegoat *(an imagined victim)*
- carry on *(when we are a bit more conscious)*
    - replace "yes but" by "yes and", start sentences "I suggest that "
    - map out *(to show the different points of view)*

Now it's your turn ! Can you imagine any other ways to evacuate stress ? Relax, all your ideas are good to have, and might inspire others. Answer this mail, one or two lines is enough. You will receive a first synthesis next week.

Regards,

Jean-Michel

A.1.2 Mail sent to a dozen people « acting in complicity » to start the discussion

Object : I need your help

Hello [first name],

You belong to those who show an interest for collective intelligence in exchanging. **I am very please today to launch a discussion** which is called "[stress] discussion about how to evacuate stress in a group. I need your help.

Could you please answer this mail today on Anim-Fr mailing list, or by the latest tommorrow morning adding an idea (if you don't know what to suggest you can get inspiration from the mind card with the first ideas). This will be very useful to help to entice the first reactions (see : The "people with compicity" to "reactivists").
If not, have you managed to test Assembl and got to level one or two? We will be choosing by the end of the week, a few volunteers to make a synthesis of this discussion.

Regards,

Jean-Michel

A1.3 4th and last synthesis sent on the 30th of June

- **HOW TENSION WORKS**
    - **There is always tension in a group (Nathalie)**
        - Tension due to the discussion (Philippe-Olivier, Mélanie, Michel, Nathalie)
        - Tension from outside
    - **Tension amplifies** in the group
    - **After a certain level, some tension can makes us not conscious of it** (survival mode : attack/flee) (Elzbieta, Jean-Michel)
        - If we remain not conscious of it, and we go against each other there are two incompatible attitudes that are created (Jean-Michel)
            - Seeking to convince the other (win/loose) : not disclosing information to keep a upper hand
            - Try to converge interests (win/win) : sharing information to find an answer together

First Catalyst Tools Test Report with the Group Anim-fr

- **WATCH OUT FOR OR LIMIT TENSION** (Frédéric)
  - **By preliminary learning and training** (Frédéric)
    - Practice together to listen to points of views continuously (Nathalie)
    - Learn collectively but also individually (Marika)
      - Learn to listen, and manage emotions
      - Continuous learning is fundamental, you can't just learn once and for all (Marika, Elzbieta)
      - Who decides on the training? who is trained ? (Marika)
      - An example of the affection and social development scheme in Quebec (Marika)
  - **By leading the group** (Nathalie)
    - How to share your experience without trauma ?
    - How to bring about a friendly leadership accepted by others?
    - What to do if there is no real leader?
    - Bring forth a community that feel shouldered (Transformation Personnelle-Transformation sociale) (Dominique)
    - Governing that takes into account tension (shared governance, Holacracy) (Claude, Nathalie)
  - **By organizing the group**
    - Adapt the groups structure (size, profile, recruitment...) (Frédéric)
  - **By organizing the debate** (Frédéric)
    - Have a roundtable at the start of the meeting to express sore points(Maud)
    - Everyone starts off their contribution by a philosophical quote or some wise words (Maud)
    - Take a break of 10' every 2h or 2h30 – and say how long the break is (Quentin)
    - Adapt the length of time to the debate (not too long)
    - Play with the variety of elements (the more you focalize, the more divergence occurs)
  - **Technical tools to seek out where the tension is coming from** (Jean)
    - Tools to create an engineered debate (Forum des Débats)
- **ANTICIPATE DIFFICULT SITUATIONS**
  - **To focus energy** and send it towards a positive and creative expression (Nathalie)
    - Identify the various solutions which relate to different debates: presence, distant, asynchronous (Michel, Frédéric)
  - **Techniques using speech and rationality**
    - Make a distinction between each person's individual stress and the group's stress (Denis)
      - The tension of one person leads to tension in the group
    - Provide mediators to manage tension between two people
      - The mediator is in a place where they can easily spot and detect stress (Arturo)
        - He/she will ease tension by the members by favorising interaction (Guy)
        - In holacracy we learn to speak openly about stress and use it to improve functions(Maud)
        - Be careful to not give too much "power" to the mediator (Michel)
      - The mediator will deal directly with the people who are stressed (Quentin)
        - Go out for a short while with them and come back with a conclusion
        - Manage them and quietly talk about points that were disagreed upon
        - Suggest putting yourself in the other person's place to think about the attitude that you would have had (Irina)
    - The coordinator can manage group stress
      - Let the person who set the alarm speak after a period of silence (Claude)
      - Transform the group or the debate
        - Exclude the difficult factors (Irina, Quentin)

- ♦ Go on to the next stage in the agenda (Quentin)
  - ➢ Or change the objective of the meeting... (Irina)
- ♦ Feed the debate with external experience (stories that were lived or fictional, artistic, new friends...) (Nathalie)

- In the debate activity
  - ♦ reformulate (Quentin)
    - ➢ dedramatize an objective (Jolofal)
  - ♦ do not allow direct answers (Quentin)
  - ♦ make clear that there are decisions that we can live with, even if we don't agree with them (Nathalie)
    - ➢ the rough consensus helps to make decisions when nobody is really against them (Jean-Michel)

- ➢ **Body therapy practices:** Eutonie, expressing emotions... (Arturo, Claude)
- ➢ **<u>Laughter therapy practices</u>**
  - ▪ Yoga with laughing (Arturo)
  - ▪ Bring in a clown (Hugues, Maud)
  - ▪ Use pets as therapy by Bertrand Cochard... (Justine)
- ➢ **Animal therapy** (Justine)
  - ▪ Very often traders have a mouse or a guineau-pig on their desk or on their shoulder (Denis)
  - ▪ Parrots are invited to seminaries en Columbia and play an important role (Arturo)
  - ▪ Invent on line animals (like tamagoshi) for meetings or asynchronous on line exchanges (Jean-Michel)

- **<u>BECOME AWARE AS SOON AS THERE IS TENSION</u>** (Irina)
  - ➢ Tension appears in various forms : verbal, the tone, the attitude (Denis)
  - ➢ Launch an alert "not relevant" as soon as somebody personally attacks someone or creates stress (Quentin)
    - ▪ According to the situation, by flying a flag with "DANGER" or by mail "DANGER, STRESS"
- **<u>TREATING STRESS</u>**
  - ➢ **Treating stress means changing the perspective** (Maud)
    - ▪ Changing the perspective means that you must know how to collectively live it, and treat it (Arturo)
  - ➢ **Keep stress when it is positive, useful, and at an acceptable level**
    - ▪ A normal phase to be approached in the cycle « divergence-complaint-convergence » (chaordic phenomena) (David, Arturo)
    - ▪ Exploring to convergence phase, during seminaries (Arturo)
  - ➢ **We have instinctive methods to evacuate too much stress:** violence, fleeing, sex (Jean-Michel)
  - ➢ **If the person that is being aggressed is aware and keeps their cool**: non violent communication, reformulation (Jessica, Denis)
  - ➢ **Put into practice the method that was prepared before**
- **<u>WHAT TO DO AFTERWARDS, WHEN EVERYONE IS NOW CALM AND CONSCIOUS</u>**
  - ➢ **Each person confirms what the collective experience can give them** (Irina)
  - ➢ **Confirm together all the common intentions** (Irina)
    - ▪ Draw this intention, use mind-mapping, use story-telling (Nathalie)

      - ➢ **Establish a relationship report that is « honest »** (as well as the moral and financial reports of the association) (Dominique, Michel)