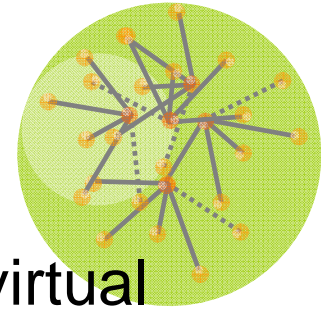


Learning to Collaborate in COINs:

Perspectives and insights from a cross-disciplinary global virtual collaboration

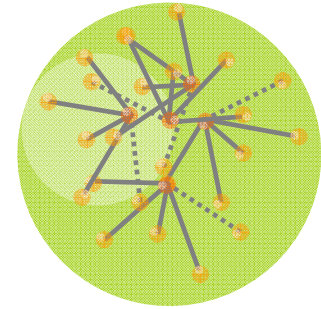
Christine Miller, Saad Aqeel, R Campbell | *SCAD*
Peter Gloor | *MIT Center for Collective Intelligence*
Julia Gluesing and Ken Riopelle | *Wayne State University*

COINs Course 2008



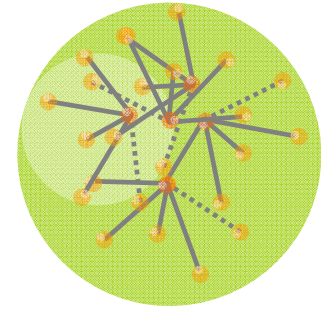
- An interdisciplinary collaborative venture in the virtual environment between 5 university teams
- 8 global virtual teams (GVTs) operating in 3 countries to identify, map, and analyze collaborative innovation networks using Condor s/w
- Faculty and graduate students from computer science, information systems, and design management

Collaboration in Complex Cultural Environments



- Collaborating across disciplines required team members to rapidly establish communication and understand context
- Individuals must clearly demonstrate the value of key principles, processes, and work practices
- Teams must negotiate multiple levels of complexity: geographic, temporal and psychological distance

Making the invisible visible



- Explicit processes for establishing modes and patterns of communication, clarifying mission and objectives, clarifying skills and competencies, understanding diverse knowledge cultures
- Self-selection vs. assignment: passion and interest fuel COINs and collaboration
- Communicate, communicate, communicate! High correlation between level of communication and team performance

Our hypotheses:

- **Success of GVTs increases when there is equal attention paid to both task and [social] process**
- **Learning to collaborate in COINs means bringing to light the less visible aspects of the nature of virtual work**

