

**The (R)evolutionary Global Dimension
of Collaborative Excellence and Sustainable Development
in Economy, Society, Politics, Education and Research**



E-BOOK

**State-of-the-art Internet Real-Time
Workshop-Conference Methodology**

**Do-it-yourself real-time workshop-conferences for
small and large groups to work together across distances
on issues, that matter - in a highly productive, liberated,
eco-friendly, data-secured and joyful manner!**

Author: Gabriela Ender
Founder and Managing Director,
OpenSpace-Online GmbH

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1. A (R)evolutionary Vision has turned into Reality

In summer 1999, when I was working as a change facilitator and trainer for face-to-face large group conferences, I experienced a strong and very clear vision of a revolutionary internet meeting methodology. In my mind's eye, I saw, quite clearly and precisely how to transfer key elements of successful face-to-face collaboration and professional facilitator and moderator knowledge into a new and extremely powerful "do-it-yourself", "virtually-facilitated", "passion-driven", "results-oriented", online real-time conferencing methodology.

During this visionary momentum I knew that in this globally interconnected, rapidly changing world, new ways of value-based co-operation and participative collaboration will be urgently needed for all kinds of interest and work groups, especially across distances. I saw how the burning questions in organizations, communities, whole countries and in the entire world will become much more complex. It was very clear to me, that the following questions will become top questions in the near and in the far future:

- How can we make the changes we need as fast as possible by involving appropriate players as best as possible across distances?
- How can we bridge alignment gaps, share our knowledge and find sustainable solutions as well online?
- How can we maintain the co-creative energy of our face-to-face events and how can we carry-on the good work?
- How can we waste as little ecological resources as possible by minimizing our travel and time investments as best as possible?
- How can we congruently demonstrate ethics, trust, and integrity when we work offline and online?
- And how can we do all of this as easily and as independently as possible from third parties?

Three years later my team and I had transformed the vision of the next generation conferencing and meeting methodology into reality – in May 2002, the OpenSpace-Online® methodology was launched internationally. During the two years prior, almost 50 change facilitator colleagues from all continents were involved to test the software during an intensive beta phase.



GRÜNDER PARTNER für BERLIN, GERMANY: In May 2003 I was the first female entrepreneur selected by BERLIN PARTNER (Capital Marketing of Berlin) to receive the annual "Founder's Award". The jury looked

for young companies, that are innovative, technology-oriented and already successfully positioned in the marketplace.



Global Award October 2006: The Top 10 Who Are Changing the World of Internet and Politics: In October 2006, the World E-Gov Forum and PoliticsOnline selected OpenSpace-Online® as one of the Global Top 20 individuals, organizations and companies having the greatest impact on

changing the world of Internet and politics. After three weeks of voting by more than 18.000 people from around the world, we received the Global Award "**Top 10 World Changer 2006**". This prestigious award recognize the innovators and pioneers, the dreamers and doers who bring democracy online.

The nomination text of the jury: *"The "do-it-yourself" OpenSpace-Online E- Participation Real-Time Methodology is a powerful philosophy that has the potential to become one of the most earth shifting Internet meeting and conferencing methods in society, politics, education and other fields. OpenSpace-Online was developed by Change Facilitator Gabriela Ender and her team in Germany (1999-2002). The easy to use innovation enables fast collaboration, knowledge-sharing, problem solving and results-oriented dialogs about urgent topics for small and large groups in real-time without 'human' online moderators. During the virtual-led and structured working process all participants are equal. It also bridges value-gaps between online and offline collaboration / participation in a wonderful unique way."*



INNOVATION PRIZE 2008 Award in Germany: In march 2008 the INNOVATION PRIZE 2008 of the German "Initiative Mittelstand" has awarded the OpenSpace-Online® Real-Time Methodology as one of the most innovative and appropriate solutions for small and medium-sized businesses in the "knowledge management" category. The award meets the requirements of small and medium-sized businesses for practically relevant knowledge and the transfer of information in the field of ITC, and gives small and medium-sized enterprises

stimuli for increasing their competitiveness. A top-class jury of scientists, industry experts and specialized journalists had a record number of applications to assess this year.

Our notification letter stated: *"We congratulate you most sincerely on this outstanding success! This is an achievement of which you can be proud as over 1600 applications were submitted."*



International Award November 2008: Gabriela Ender, founder of OpenSpace-Online GmbH - The Power of People!, has been accepted into the international Ashoka Fellowship Support Network as **Ashoka Fellow 2008**. Ashoka is the largest organization in the world for supporting social entrepreneurship. Ashoka was founded in 1980 by the American Bill Drayton. The Harvard Center for Public Leadership rates Drayton as one

of the "20 Best Leaders" of the USA. The best-known member of the Ashoka-network is the Nobel Peace Prize winner, Muhammad Yunus. In almost 70 countries, around 2000 Ashoka Fellows work to promote social and sustainable change in fields such as health, education & youth, economic development, environmental protection, regional and urban development, citizen participation, and human rights.

Konstanze Frischen, Managing Director of Ashoka in Germany and Vice President of Ashoka International says: *"Gabriela Ender has been selected by Ashoka because she has developed a unique communication system that brings people together across borders and allows them to jointly come up with constructive solutions to their problems. With OpenSpace-Online she makes a significant contribution to helping social organizations and businesses cope with change and she allows these institutions to make more effective and democratic decisions by involving all stakeholders."*

2. Roots, Philosophy and Purpose of OpenSpace-Online®

The OpenSpace-Online® Real-Time Technology is a completely self-contained and internationally trademarked Internet Conferencing and Meeting Methodology. Designed as a complete "DO-IT-YOURSELF" real-time conferencing system it combines comprehensive face-to-face change facilitation expertise, a virtual conference facilitator, the latest IT/security requirements and respectful principles to allow for a new form of appreciative, passion-driven and results-oriented collaboration.

The general purpose of OpenSpace-Online® is to empower all kinds of interest and work groups around the globe to complete independently co-create the future for the greater good of society, and the whole planet by overcoming the limitations of time and space. The independent method was also developed to encourage respectful, open and goal-oriented collaboration that enables autonomous, fast and on-going work about important questions or business issues, priorities and action steps across distances.

This collaboration system brings people together from across borders and cultures and allows them to jointly come up with constructive bottom-up solutions to their pressing problems. The OpenSpace-Online® methodology empowers businesses and social organizations to find a new, constructive way to cope with change, to open new spaces for co-creative excellence, to allow for faster and more sustainable decision making and to take care for environmental sustainability. Moreover the purpose of this method is to enable completely new participative collaboration processes to link multifaceted ways of face-to-face and on-line activities in a highly complementary manner. OpenSpace-Online® is very useful for all kinds of interest-groups, teams, companies, organizations, administrations or communities, which are interested in fast, balanced and sustainable development. Because, regardless of whether it be in politics, society, economics, education or innovation; in the process of constant changes and new challenges, this conference system makes a concrete contribution to the mutual design of the future.

Conscious collaboration processes of learning, research and participation are supported and made possible through the simplicity of handling "preparation and participation". OpenSpace-Online® empowers all parties to convene, collaborate and innovate. Like no other tool in the world, it allows organizations, all individuals and groups—without the help of a third party and within a short amount of time—to access knowledge and create change. Like no other online tool it is opening a new dimension of "holistic return on investment" which puts values, ethics, people, organizations and climate protection, based on passion and responsibility, in balance.

Beside several other important roots, the development of this online tool is especially based a.) on the philosophy of the FACE-TO-FACE method "Open Space Technology, OST" (Harrison Owen, 1985), b.) on the belief in self-organization and the power of people's passion and c.) on the basic assumption that the best answers, solutions, and agreements for next steps can often be found in one's "own system".

Harrison Owen, May 2009: *"OpenSpace-Online has been around for a few years now, but I have yet to see anything that that approaches its easy, intuitive usefulness. If you have ever done OST -- it seems quite natural. And if you have never heard of OST it is equally natural."*

3. Bridging the Value-gaps between Face-to-Face and Online

Participatory working models are central to concepts for organizational development and management, especially when looking for realizable, feasible solutions and the knowledge integration of many people. Around the globe, a growing number of organizations are integrating the knowledge, ideas and experiences of their employees, partners and customers, and notice significant enhancement of the degree of identification, innovation and commitment, as well as more sustainable transformation.



Over the last 25 years, more and more new participatory face-to-face methods for small and large group meetings and organizational transformation have been developed. Likewise, private companies, Fortune 500's, NGOs, third world villages, religious communities, schools, universities, governmental agencies, and whole towns and regions have realized that the conscious integration of internal or external stakeholder groups is essential for the achievement of results, the improvement of impacts, and for the empowerment of people.

Consequently, companies and organizations like AT&T, Boeing, BMW, BBC, Bosch, Google, Mercedes Benz, Microsoft, Shell, Sun Microsystems, the World Bank, the German Government, the German Association of Towns and Municipalities, the EU Commission and many tens of thousands of other large and small organizational systems have worked with participatory-oriented face-to-face meeting and conference



formats. Thus, management decisions can be significantly influenced by the whole system - customers, employees, subcontractors, shareholders, the public opinion and other important groups. The facilitation of these participatory f2f meetings, workshops and conferences have become a lively business with a strong increasing trend worldwide - a trend that will change the more than \$100 billion conference industry significantly.

The reason is very simple: "Participation and Exchange" are elementary aspects of "human coexistence and interaction". Therefore, participatory measures are not a fashion, rather a necessary return to "successful communication models". Professionally designed participation processes are a quality characteristic of conscious collaboration architectures and continuous processes of improvement and development in economy, business, politics, education and society.

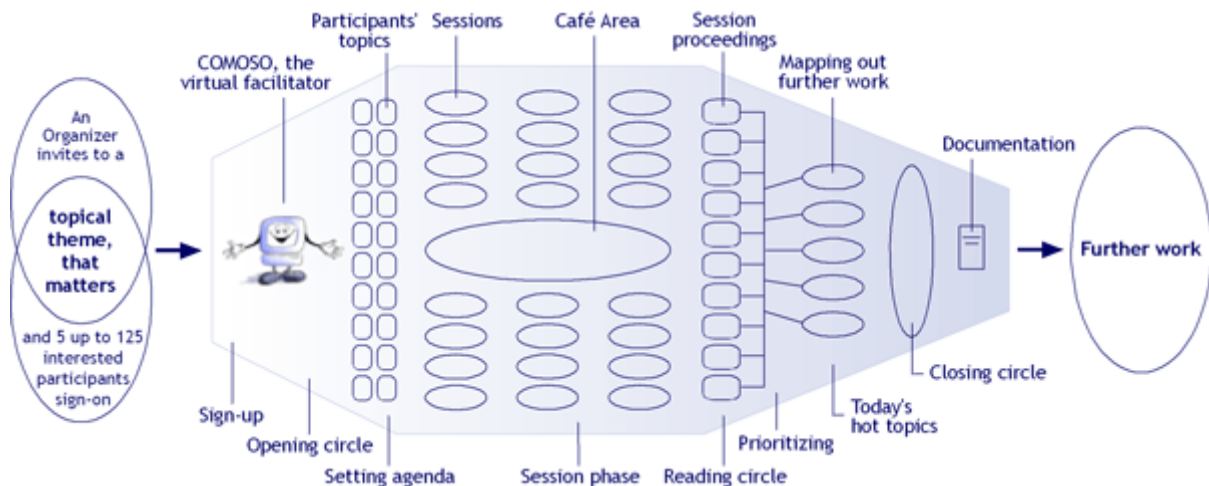
But how can a respectful, professionally structured real time participation process, paired with high result-orientation and long term implementation incentive also be facilitated over great distances? As indicated on page 4 (see "burning questions for the future"), the OpenSpace-Online® vision was an abundance of complementary added benefits for "hosts and participants" as well as for a "greater whole". Implementing all of these goals while simultaneously applying years of presence experience in the area of participation-oriented change processes to the online level, as well as high technological standards in the areas "ease of use, stability, speed and data security", the OpenSpace-Online® technology differs quite considerably from all other internet platforms and conference tools in its implementation, its application area and its effect. With the development of the do-it-yourself OpenSpace-Online® real time internet methodology, for for-profit and non-profit organizations of all sizes and fields, the far-reaching future in the area of "Business Solutions for Co-Creative Real-Time Collaboration" has started already years ago. Until today the OpenSpace-Online® method and technology continues to be refined based on extensive feedback surveys in which hundreds from each of the continents have already participated.

Dear readers, this was a brief look into the spirit and purpose of our innovation as well as into the roots of our "People-Passion-Planet-Business". Below you will find practical information about the nature and the application flow of the OpenSpace-Online® methodology, information about the technology, it's possible applications as well as a brief description of some customer- and collaboration projects.

4. How do OpenSpace-Online® Real-Time Meetings work?

Without the requirement of any special training or prior technical or methodical knowledge the system makes it possible for organizers to quickly set-up the meetings and also for participants to work together in a highly productive, liberated and joyful way. Once the organizer(s) have defined the scope, the objectives and the title of the OpenSpace-Online® event, they are ideally positioned to compose the invitation, and generate interest in it.

Between 5 and 125 persons, who share motivation and interest in the conference theme, meet on a specified day and time for an OpenSpace-Online® conference via Internet or Intranet (parallel conferences are possible and can support larger groups). Each participant opens the conference software on their local computer, establishes an internet connection and connects to the conference server using their previously assigned passwords. The following graphic illustrate the methodically OpenSpace-Online® real-time procedure in a simply way:



No "human" online moderator is needed. The virtual conference facilitator COMOSO welcomes the participants, introduces them to the OpenSpace-Online® Methodology and guides the participants through the successive structured meeting, usually lasting 3 to 5 hours, depending on the time allocated by the conference host.

Open Space Principle No.1:

Whoever comes is the right people.

Open Space Principle No.3:

When it starts is the right time.



Open Space Principle No.2:

Whatever happens is the only thing that could have happened.

Open Space Principle No.4:

When it's over it's over and when it's not over it's not over.

COMOSO, THE VIRTUAL OPEN SPACE FACILITATOR

This kind of "integrated professional moderation" and the intuitive user surface, combined with the appealing graphic design make the intuitive orientation within the successive phases for all participants possible.

In addition a "Code of Values" based on self-responsibility and respect nurtures appreciative communication of the group and the embedded philosophy of the FACE-TO-FACE method "Open Space Technology" (OST) and its "Law of two feet" enables an OPEN, and at the same time, STRUCTURED step-by-step real-time work flow in a worldwide unique manner.

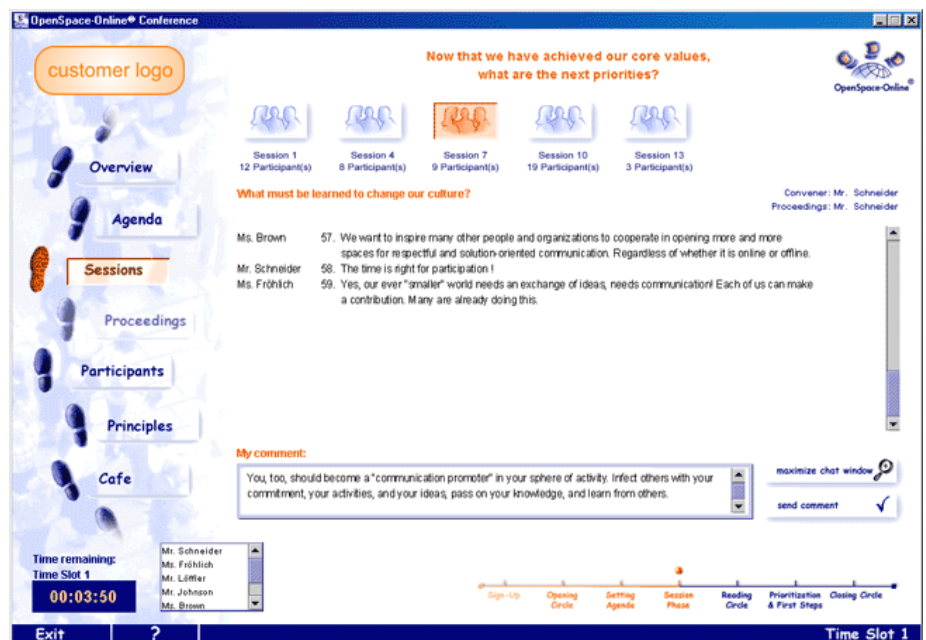
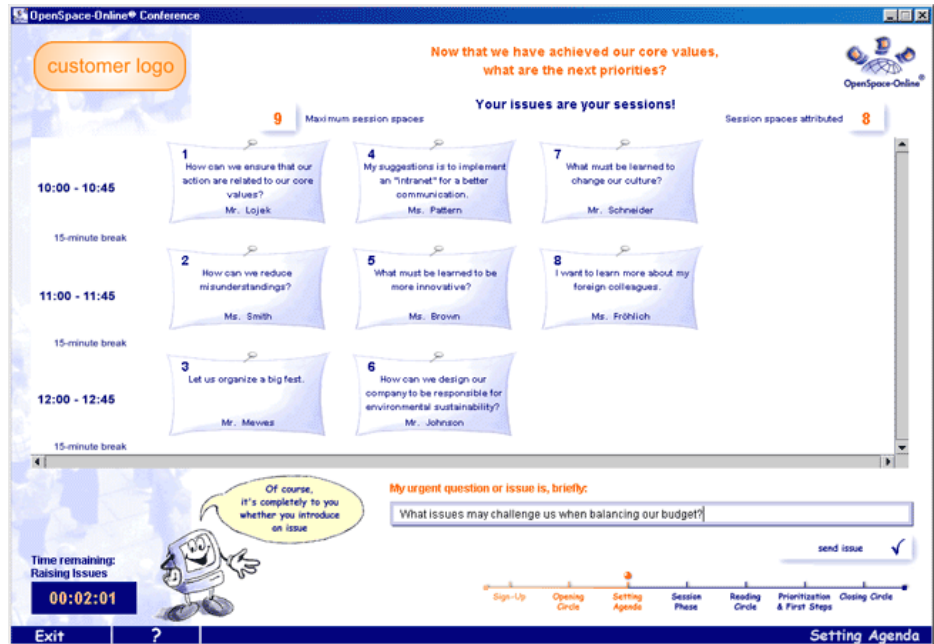
The higher the individual interest in the conference theme is, the higher the degree of motivation, engagement and fun for the entire group.

During an OpenSpace-Online® conference, the PARTICIPANTS are the experts! There is no pre-determined conference agenda. It is the participants who develop the agenda from their own questions and interests regarding the main theme. Several sessions of parallel workshops follow. At any time, participants can switch comfortably between topics they decide to work on. During the entire conference, the conference café area allows for socializing, spontaneous themes as well as one-to-one talks. Every workshop concludes with a short summary, written by the convener or someone who took over the recorders duty. **There is no need to take notes**, as all contributions are collected and available online on a report news-board. After completion of the workshop phase, participants have reading time for browsing all summaries and making edits. The next phase of the conference depends on the event's meta-aim and is pre-determined by the host.

OpenSpace-Online® CLASSIC

If the focus is on variety and creative exchange the best suited type may be OpenSpace-Online® CLASSIC. The CLASSIC is particularly well-suited for situations in which "divergence, variety, and exchange" are of primary interest.

This conference type, e.g. can support ongoing team processes, accelerate innovation and creativity, support the communication of communities or can be used for lively public relations work. A collective final discussion circle and the hand out of the extensive conference documentation concludes the OpenSpace-Online® CLASSIC conference.



OpenSpace-Online® SPECIAL

The OpenSpace-Online® SPECIAL conference includes all of the features of the CLASSIC and an additional feature: After finishing the extensive CLASSIC workshop phase, a weighting and appointment phase can be completed. The participants anonymously identify their personal favorites of the workshops. In a short time, these steps produce an overview of the "HOT topics of the day".



In the following phase, the Hot Topics' protocols are further co-edited, new ideas, tips and proposals evolve, working groups form to work on the Hot Topics, and discuss possible practical steps for post-conference meetings, and immediate project(s). First steps can be agreed upon and immediately used for follow-up. OpenSpace-Online® SPECIAL is especially well-suited for goal- and results-oriented groups.

In the closing session, all participants have a chance for discussing agreements and exchanging final words. After this, all participants can download complete conference documentation in an easy to use html format.

This comfortable conference book is an ideal tool for immediate follow-up. It contains all the participants' contact details, input, summaries, agreements and appointments, and can be used in digital and print form.



5. What are Meaningful Applications of OpenSpace-Online®?

This internet method can be applied for various goals, themes, application fields and users. If one or more of the following questions or criteria exist or are desired, the OpenSpace-Online® Methodology and Technology is an excellent approach.

Do you want to ...

- increase the participation of employees, students, citizens, business partners, ...?
- promote integration, motivation, learning and commitment?
- improve your internal and external collaboration and project work?
- immediately react to burning questions or complex issues with fast results?
- establish pro-active and sustainable stakeholder communication?
- allow groups to confer joyful and result-oriented over great distances in real-time?
- explore collective wisdom for better, sustainable decision processes?
- carry out completely new ways of consultation, evaluation, product development or qualitative research?
- maintain and strengthen international relations and community building?
- support interdisciplinary and/or cross-generation and/or or cross-culture exchange?
- design and facilitate all-embracing participatory architectures?
- support the conscious development of permanent learning organizations?
- establish a culture of pro-active change with your organization, community, company, association, city or country?
- save tremendous time, and travel costs while reducing global warming at the same time?

People and groups who decide to use this method share the same aims and principles even though they are operating in fields as different as economy, society, education, research or politics and even from different regions and cultures of the world.

They aspire to use as many human resources as possible, waste as little ecological resources as possible, and have an eye on minimizing spending of financial investments. For their survival and development it becomes more and more important to develop, expand and care for internal and external relations.

They want to build on the ideas, creativity and experience of many, be faster, more flexible and innovative than the "others", foster synergistic effects through cooperation, between online and face-to-face communication and want to shape the natural process of change in a pro-active manner.

5.1. A choice of application areas

- Intercultural cooperation
- Customer care
- Stakeholder management
- Creative sessions
- Scenario meetings
- Problem solving processes
- Cooperation between partners (e.g. towns, schools, organizations)
- Evaluation and consultation
- Citizen participation
- International peace work
- Social networks & community building
- (Re)-vitalization of online portals, or asynchronous online forums
- Knowledge management
- Project development
- Transformation processes
- Organizational development
- Team development
- E-Learning improvement
- Internal communication
- Public relations, public events
- Pre-meetings and follow-ups of online and offline events (sustainable events)
- Product development
- Opening sessions
- Annual conferences
- ... and much more



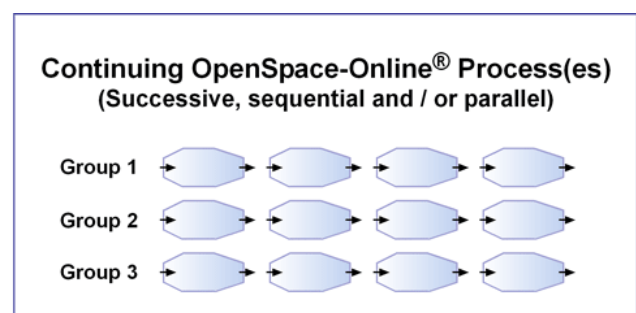
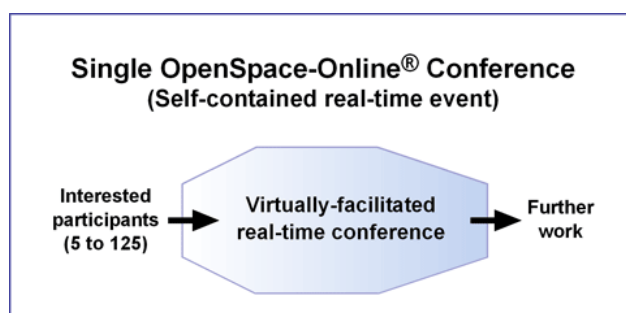
DStGB
Deutscher Städte-
und Gemeindebund

Since 2002 the German Association of Towns and Municipalities (DStGB) has been a cooperation partner of the OpenSpace-Online GmbH. The goals of this cooperation are to work together to support towns and communities in opening ever more interactive spaces for

lively "citizen and stakeholder participation", to make sustainable urban and regional development possible in a new form and to set new international benchmarks for the areas of "E-Government", "E-Participation", and "E-Democracy".

6. Single Events and/or On-going Processes

The completely self-contained OpenSpace-Online® Real-Time Methodology serves as an innovative tool for realizing singular events as well as "endless" dynamic interrelationships between different contexts, methods and activities (online and offline). The high degree of independence in regard to "conducting and participating" makes it possible for organizers as well as participants to realize and support worldwide learning, solution, collaboration, research, transformation and change making processes.



7. Technical Requirements and Safety Standards

Internet methods and tools used by corporations, for example to discuss internal issues or "top secret" solutions, require a high degree of security and flexibility.

The OpenSpace-Online® conferencing system is a server/client solution. A permanent access restriction and high data security (448 bit encryption) provide a maximum safety standard for organizers and participants for the duration of each OpenSpace-Online® conference. Nobody else than you and your registered participants will have access to the contents of your conference and your conference documentation!

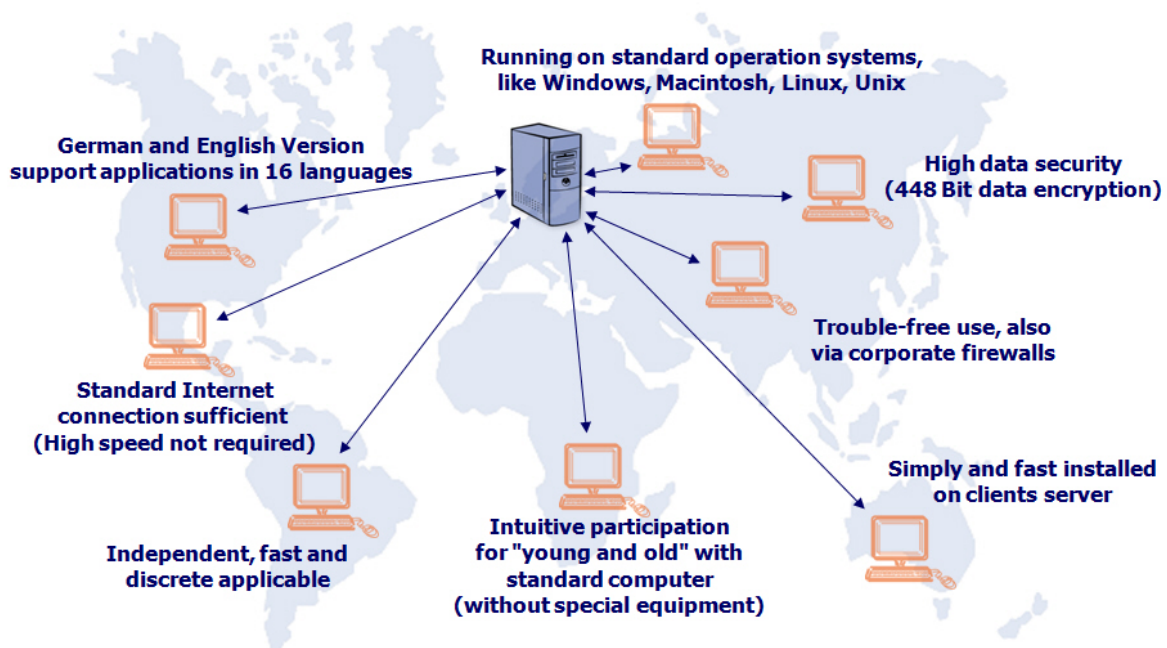
Furthermore, the participation software has been designed in a way that it can be used by small and large groups quickly and without technical knowledge. Participants use a basic internet connection (high speed is NOT required) on most of the standard computers (Windows, Macintosh, Linux und Unix) that has been loaded with the client software. For detailed information please check the section "Technical Prerequisites" at the OpenSpace-Online® website.

Currently, the virtually-led conferencing software is available in English and in German. ONLY a good basic knowledge of the German or English language is required to participate in the text-based OpenSpace-Online® conference. Both software versions support 16 different languages entries:

Albanian, Danish, German, English, French, Finnish, Galicia, Erse, Icelandic, Italian, Catalan, Dutch, Norwegian, Portuguese, Swedish and Spanish.

Users from other countries are also able to participate in text-based OpenSpace-Online® meetings, by only changing the keyboard/language-setting on their computer to one of the 16 above mentioned languages, e.g. a few moments before conference start.

**Each real-time conference allows up to 125 participants.
Parallel conferences are possible and can support larger groups.**



8. Models of Use to Conduct OpenSpace-Online® Events

"Do-it-yourself conferences" and services: Participants only need to be interested in the theme of an OpenSpace-Online® conference in order to participate in a highly productive, liberated and joyful way. Our philosophy, "The Power of People", is far in excess of an OpenSpace-Online® conference by itself. Without the requirement of any special training or prior technical or methodically knowledge the conferencing system and our services make it possible for organizers to quickly set-up the meetings. This allows people and organizations to immediately address important questions, subject matter, or business issues and to determine results and actions steps together quickly. The following information describes the do-it-yourself opportunities of use and optional event management services. All important step-by-step information in order to explore the full potential of the OpenSpace-Online® methodology are described in a cost-free "User-Guide for Organizers".

Hint to ASP: If you decide to use our ASP services (application service providing), your OpenSpace-Online® conference(s) will automatically taking place on schedule via the stable and fast conference server infrastructure of the OpenSpace-Online GmbH in Germany. Because of our complete highly encoded conferencing system, only you and your registered participants will have access to the contents of your conference and your conference documentation!

8.1. OpenSpace-Online® ASP Single Conference(s) on Demand (Pay-per-use)

Any individual can become a conference organizer by going to our website and setting up a conference. The process is simple to follow and takes a very short time. Organizers can then plan, organize, and prepare their own OpenSpace-Online® meetings independently, simply, and quickly. Here, organizers choose their individual conference design, calculate the individual conference price, and book the conference easy and fast. All of the tools the organizer needs to successfully plan the meeting and to invite participants are available for download on the website. On the date of choice, one of our conference server will be ready to host the conference. This model of use provides small and large companies with the opportunity to use this technology - fast, 100% autonomous and very cost-efficient.

8.2. OpenSpace-Online® ASP-License Model (1, 2 or 3 years)

OpenSpace-Online® ASP-licensees have the opportunity to conduct an unlimited number of conferences during their entire license period. An ASP-license is for 100% independent and autonomous use of the complete OpenSpace-Online® conference system. As an ASP-licensee you are also able to tap the full potential of the OpenSpace-Online® Real-Time Methodology. For each single conference you can establish your individual conference setting and/or go back to past conference settings in your password secured online archive. At any time your participants have access to the Download-Center at our website to download the cost-free OpenSpace-Online® conference software. The optional Supervisor-Tool, belonging to the conference system, gives the licensees the ability to block individual participants from further participation during the online conference either entirely or for a certain time period and also the ability to irrevocably terminate the entire conference.

If you choose an ASP-license, you do NOT need your own server in order to handle the server/clients processing. Your OpenSpace-Online® conference(s) will automatically taking place on schedule via the stable and fast server infrastructure of the OpenSpace-Online GmbH in Germany. We offer ASP license periods of 1, 2 or 3 years. Updates and upgrades (also new software editions) will be automatically available during the license period, free of charge. License fees and special discounts for non-profit organizations on application are available.

8.3. OpenSpace-Online® Server-License Model (1, 2 or 3 years)

Server-Licensees receive the OpenSpace-Online® conference and server software, the Administrator and the Supervisor-Tool. The Administrator-Tool is for the fast and individual configuration and administration of various OpenSpace-Online® conferences. The Server-Software automatically starts each individual OpenSpace-Online® conference in accordance with the desired time and ensures a smooth conference.

The Conference-Software is to be provided to the respective participants freely and free of charge. The above mentioned elements of the conferencing system are pre-customized for the individual, single server of the licensee. The conferencing system can be installed and used by the licensee easy and quickly. As a general rule, only necessary firewall or router adjustments has to be made by the licensee if the organization is using individual security architectures.

We offer license periods of 1, 2 or 3 years. Updates and upgrades, which are for the improvement of the delivered system version and its elements, will be automatically sent to the Server-Licensee during his license period, free of charge. License fees and special discounts for non-profit organizations on application.

8.4. Optional Event Management Services

Organizers of OpenSpace-Online® events who do NOT want to set-up singular conferences by themselves for example, or who wish to have support with special additional event management tasks, or who wish to book a special number of conferences in advance (reduced prices are possible) may arrange a customized package by contacting us.

If you would like, we would be happy to support you during the event management of your internal or public conference(s) (e.g.: creating an individual event invitation and registration website) and/or to support you in the sustainability of your face-to-face events or asynchronous online activities.

9. Holistic Return on Investment

OpenSpace-Online® enables High Quality Conferences at Tremendous Time and Financial Savings with Sustainable Results. Today's and tomorrow's best organizations will succeed by balancing the needs of all their stakeholders, not just their shareholders. OpenSpace-Online® enables a future-oriented way of consciousness-based communication in economy, society, politics, education and research.

- **COST SAVINGS:** Travel, travel time, logistics, event organization, no loss of productive work time due to travel, extensive event preparation time, staff costs, no online-moderators, documentation preparation and production costs.
- **ON-GOING PROJECTS:** Immediately after the conference the "just-in-time documentation" is available for on-going collaboration, project work, evaluation and/or public relations. As participants are working from the current where abouts (office, home, hotel or via laptop from almost everywhere) they can easily integrate the results of the conference into their work.
- **PEOPLE'S PASSION & RESPONSIBILITY:** Sustainable success – and tapping full potential requires the "right" people. "Passion and Responsibility" are the key-drivers for mutual success, sustainable further work and lifelong learning. Leveraging Human Potential means opening space for interested people to participate conveniently and effectively.
- **SUSTAINABLE FURTHER WORK:** Through people's commitment, stakeholder involvement, collaboration across distances and boundaries, sharing of ideas on a timely basis with limited stress enables untold benefits and sustainable efforts.
- **ENRICHING & SUPPORTING FACE-TO-FACE WORK:** Enabling completely new participative collaboration processes and linking multifaceted ways of face-to-face and on-line activities in a highly complementary manner. Conducting kick-off online meetings, pre-meetings and/or building on the results and energy by enabling timely follow-on online meetings, planning, discussions and conferences.
- **REDUCING GLOBAL WARMING:** OpenSpace-Online® helps decentralized organizations and companies with the planning and implementation of their own improved eco-balance. Organizations can easily and very efficiently eliminate a significant percentage of team and group trips with the aid of OpenSpace-Online® every year and thus not only save a great deal of time and money, but also make a major contribution to the reduction of global warming.



10. Testimonials and Stories

10.1. Global Learning & Shaping the Future - Education Network Conference



"As project manager of Positive Nett-Works Association Hannover-Berlin, I am preparing a worldwide network for the co-creation and co-edition of a multilingual and multidisciplinary Global Learning Online Environment for the worldwide application in schools. I chose Global Education Week (17-23 Nov 2003), organized by the European Council in 38 countries, as international opportunity for making our activities known, and inviting net-workers, NGOs, teachers, and learners in associated fields in the frame of an online conference. My aim as conference organizer was getting to know interesting projects, detect content and strategic commons, in order to initiate international networking activities with our project, but also between the other participants.

My invitation to an OpenSpace-Online® Real-time Conference (18-Nov-2003) attracted extraordinary attention and broad distribution. The majority of the participants learned about the event from newsletters and mailing lists, and did not know each other before the meeting. In the sense of Open Space philosophy, dedicated individuals with a common interest were meeting with open minds, but also expectation in some form of concrete effects.

My conclusion as organizer: The event has brought about fantastic conceptual and networking cooperation progress. Besides the participants, this is truly due to the OpenSpace-Online® conference format: It provided full freedom to the participants for bringing in their personal themes, and to express their personal experiences, interests and activities. Even when thoughts were not followed in the dialogue thread, the extensive documentation reflects all inputs, interests, contacts, and ideas for future cooperation. - a great work resource, reflected in this final comment by a participant, experienced in UN circles for 20 years, and head of an NGO with consultative status to the UN: "When are we having the next discussion, and can we include the UN?" Concerning the conference format, participants and myself appreciated foremost:

- the simple conference-booking, software installation and conference know-how
- the fast technical support all around the clock
- the high dialogue velocity, which produced high information content
- the surprisingly personal atmosphere; the participants would have enjoyed to discuss for more than 3 hours
- the possibility of giving informal commentary without disturbing the overall dialogue thread
- the extensive documentation, offering all dialogue threads, short summaries of sessions, all addresses and email contacts, and further, as a total document, provided a great wealth of information about the thematic fields, knowledge, worlds, backgrounds and interests of the participants. This is a potential for post conference cooperation and exchange unparalleled in Face2Face conferences."

Eric Schneider, December 2003

10.2. Online Health Care Conference about SARS with Canadian Nurses

In August 2003 the Registered Nurses Association of Ontario (RNAO) organized their first OpenSpace-Online® conference. The professional association represents 20,000 registered nurses in Canada, Ontario.

Michelle Cooper, Change Facilitator and President of Integral Visions Consulting, approached RNAO with the concept of OpenSpace-Online®. The idea for organizing the real-time meeting was inspired by the SARS Hotline set up by RNAO.

It came to their attention that many nurses were showing symptoms of "SARS Stress Disorder," which are similar to post traumatic stress. The title of the conference was: "After SARS: Coping in the New Health-Care Normal".

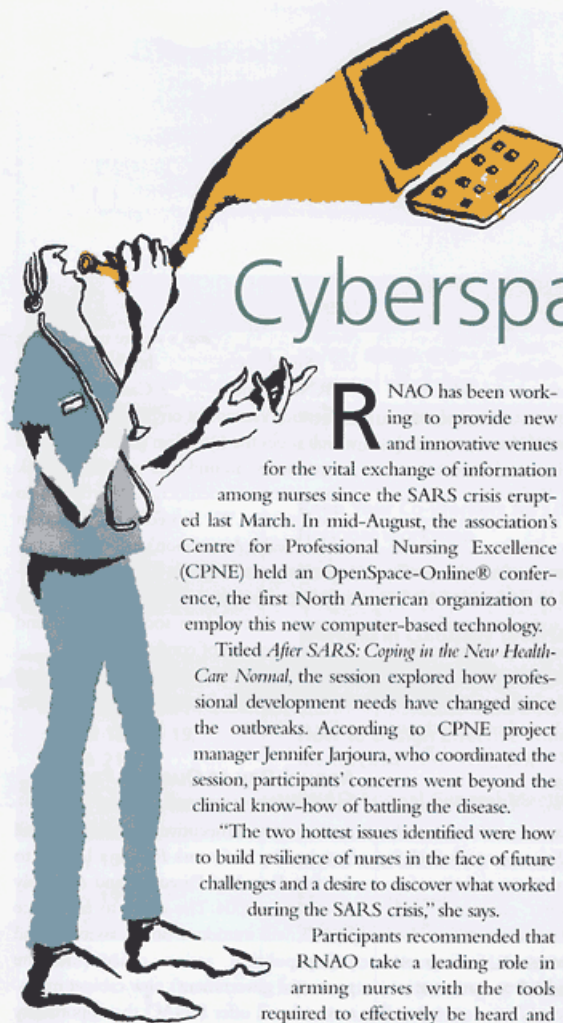
During the conference the discussions were rich, informative and highly productive. The nurses used the conference to share their compelling stories, dialog about the meaning of their experiences, and to make recommendations about how to effectively manage future outbreaks of diseases like SARS.

During the conference, extensive documentation of all the sessions was created by the OpenSpace-Online® software, which was then used by RNAO to provide a RNAO Report to the association members about SARS, to plan professional development activities that support nurses and to inform government officials of the Ontario Province about the SARS experience of nurses.

In addition, feedback from conference participants indicated that many nurses had been helped in their personal healing journey and that the reputation of RNAO, as a health care leader, had been enhanced.

The "Registered Nurse Journal" of RNAO published the following article about this event:

by Carl Mavromichalis



Cyberspace chat

RNs go online to discuss professional development post SARS

RNAO has been working to provide new and innovative venues for the vital exchange of information among nurses since the SARS crisis erupted last March. In mid-August, the association's Centre for Professional Nursing Excellence (CPNE) held an OpenSpace-Online® conference, the first North American organization to employ this new computer-based technology.

Titled *After SARS: Coping in the New Health-Care Normal*, the session explored how professional development needs have changed since the outbreaks. According to CPNE project manager Jennifer Jarjoura, who coordinated the session, participants' concerns went beyond the clinical know-how of battling the disease.

"The two hottest issues identified were how to build resilience of nurses in the face of future challenges and a desire to discover what worked during the SARS crisis," she says.

Participants recommended that RNAO take a leading role in arming nurses with the tools required to effectively be heard and have their concerns addressed by physicians, managers and decision-makers in their workplace.

"I would like to see more on how nurses can effectively (be heard), as I think (we) are unsure how we can exercise this voice," said one participant. Another suggested RNAO better promote its internet savvy workshops to ensure more nurses take advantage of new technology, like peer support boards and chat rooms, that promote the exchange of ideas and offer a venue for nurses to share their stories.

Michelle Cooper, RN and president of Integral Visions Consulting, approached RNAO with the concept for the online discussion. "The idea was inspired by the SARS Hotline set up by RNAO," says Cooper, who co-sponsored the conference with OpenSpace Online GmbH of Germany. "Based on my experience with the (online conferencing) technology, I felt that nurses could benefit from an opportunity to dialogue about their issues and concerns, to have an opportunity to get immediate support and to share learning."

OpenSpace-Online® works by permitting users to log-in and engage in discussion groups, which are created by participants at the

beginning of the conference. Participants had to register before the conference date and time to secure a space. Once the discussion began, 12 topic areas, in the form of questions, were posted. RNs discussed everything from lessons learned to which professional development opportunities would be most helpful in a post-SARS environment.

After completing the formal discussions, participants could either review reports, explore the software or enter the "café" section of the Web site. There, one-on-one discussions and e-mail exchanges allowed conversations and networking to continue beyond the realm of the online conference.

Jarjoura says roughly two-dozen participated in the conference. "The format also removes geographic barriers. Anyone is able to participate around the world," she explains. "In fact one of the participants was from the United Arab Emirates."

Some participants had trouble logging on due to restrictions on their own desktop computer networks. Deborah Simon, Vice-President, Health Services with VHA Homehealth, says she did have to confront the firewall restriction, but was able to change the settings on her network and join the conference. And what she found impressed her.

Simon particularly enjoyed the flexibility of the online format. Since the conference was on her computer, she was able to remain in her office and address work issues as they arose.

"It was really good to be able to still work with people in the office. I could always jump back into the (online) discussion without any problems," Simon says.

Cooper says the program is a perfect extension to face-to-face focus groups and meetings. "It has tremendous possibilities to support the ongoing policy work, best practices development, education, consultation and information sharing among RNAO members, which was another reason I recommended it," she adds.

One challenge Simon noted was familiarizing herself with the "chat-room" format. Text posting can be done simultaneously by many participants, which appears as a delay to the new user. "You had to get the essence down before the discussion moved on," she says. "It was really interesting because the forum forced a lot of questions."

According to Jarjoura, Simon may get another opportunity to hone her online conferencing skills in the future.

"We plan to use it again," she says.

Information gathered during the session was used to inform RNAO's report on the nursing experience with SARS. Recommendations regarding professional development needs will be incorporated to enhance workshops offered by CPNE. **RN**

Illustration: Belle Mellor/Three in a box

10.3. Online Follow-Up Meeting with a German Bank

"In November 2003 I facilitated a face-to-face open space meeting with approx. one third of the 300 person workforce. They all met at a place in the middle of Germany. In May 2004 we had the follow-up meeting, using the OpenSpace-Online® software. All participants sat in their own offices in front of their PC screens to experience this meeting. Two days before the follow-up meeting all participants received a written report about the results of nine projects. We wanted to make sure that they did not need to read long texts during the virtual meeting itself. And as you may expect, once the virtual meeting started, the discussion began immediately. The participants and the executive board were very satisfied with the virtual moderated meeting. At the end of the meeting, every participant was able to download a complete documentation of the meeting. The documentation now supports the ongoing implementation of the projects. And the next face-to-face meeting has already been announced."

Dr. Matthias zur Bensen, June 2004

10.4. Swedish OST Institute arranged OpenSpace-Online® Conference

"The Swedish Face-to-Face Open Space Institute (OSI) arranged the first ever OpenSpace-Online® across Sweden. We had a grand time together. The meeting was a pre-meeting for a larger OpenSpace-Online® event we will have the 25th of November. Eight persons participated and we already have 15 registered for the main event. We decided that the conference in November will focus on the development of OST in Sweden and I think quite a few of us are eager to spend a large part of it on how to develop cooperation between facilitators, partly through the OSI Sweden. Everybody experienced the software as very stimulating to use (and lots of fun!). We had great discussions although I think that we will be able to get even more out of it next time. The program is really easy to use. Our meeting lasted for 2,5 hours and included an opening, sessions were posted, sessions convened (3 times 25 minutes), proceedings written and time for commenting them. We also spent every minute available off session in the café, continuing our discussions. Finally a closing circle where a lot of complements were shared to each other and to Gabriela and her team for developing the software. In total we made almost 400 postings! 5 issues were discussed and reported on. After closing we all received a complete report when logging out! Incredible! Sitting all over Sweden we worked intensely for 2,5 hours and all of a sudden had each a "book"! I see lots of possibilities to use this software with my customers. I view it as a compliment to physical meetings before and after OST conferences. When there is a missing link and it is hard to find time to meet again this could be a very interesting and inspiring way to work out issues together. I also view it as very interesting for some of the organizations I work with, especially those that are spread out all over our country."

Thomas Herrmann, Sweden - 2002

10.5. University supports project work

"Hello OpenSpace-Online Team. Congratulations to your excellent software! Our OpenSpace-Online conference was an outstanding success. All participants were very impressed about the methodology and its potential. As soon as we have another appropriate FHTW project we will come back to you to use this tool. Our whole group will recommend OpenSpace-Online!!"

Anja C. Wagner, Fachhochschule für Technik und Wirtschaft Berlin (FHTW)
(Berlins' largest University of Applied Sciences for Technology and Economy)

10.6. Multinational company opens spaces across distances

"Just wanted to let you know how my first assignment with a sponsor using OpenSpace-Online® went. It went very well. This large multi-national company is very interested in finding ways to "open up space" on a distance. In the 4 hour "Special" OpenSpace-Online® we had there were 12 participants, we had hoped for more but it worked nicely anyway. The special variant includes convergence and action planning. A few days ago we had the follow-up meeting and a lot of actions had already been undertaken as a result from the online-conference. The top manager was quite impressed by this. The top issues that were not already going strong were taken further on that meeting. The sponsor was very happy with the experience and they are interested to use OpenSpace-Online® again in the near future."

Thomas Herrmann, Sweden - 2004

10.7. Insurance company enables knowledge sharing with field managers

"Hello Online Open Space Team! We are very pleased with the OpenSpace-Online meetings we had during the last months. In the past, our product development team members were too far away from the "sales front". OpenSpace-Online is the perfect tool to bring our field managers "together". The events helped a lot to raise sales issues, to share experiences and to discuss important product improvements. The effects of our first three online conferences are impressive! The insights and results are extremely useful, and the sales managers across the country appreciate the opportunity to be invited in such an open and goal-oriented manner. We can say: it's a new way of fast knowledge sharing and learning and it helps the entire enterprise to re-act fast and to grow. We have agreed to host further OpenSpace-Online meetings every 8 to 10 weeks. Talk to you soon. Thanks a lot for the good service."

J. Schröter, Germany - 2005

10.8. Sustainable Urban Development and Environmental Education: Mayor calls pupils, teachers, and interested citizens for active participation

Osnabrück, a German town with a population of 165,000, is making exemplary contributions locally and regionally to the UN's decade of "Education for Sustainable Development." In 2004, administrators of Osnabrück initiated a project directly related to needs for urban development and school-based environmental education.

The goal of this Osnabrück project is to revitalize and achieve the full ecological integration of the Hase River, which flows through Osnabrück. The "Schools for a Vibrant Hase River" project began with the intention of orienting the project to the "Transfer 21 Program," which is a program for educational planning and research promotion (BLK) sponsored by a German government commission.



10.8.1. OpenSpace-Online® methodology supports the initial and foundation phase

The initial and foundation phase of the "Schools for a Vibrant Hase River" project had three phases as follows: a 1.5 hour face-to-face town hall meeting, a 3.5 hour OpenSpace-Online® conference, and a face-to-face meeting to establish a new network.

In summer 2005, the Lord Mayor of the German town Osnabrück sent an invitation to all schools of the town. He invited all pupils, teachers and interested citizens to actively participate in the online conference. The main question of the internet conference was: "What are our ideas and topics for developing interdisciplinary learning and mutual development of the Hase River?" Interested citizens, pupils, and teachers from approximately 20 schools responded to the mayor's invitation. The online conference date, November 22, 2005 arrived, registrations for the OpenSpace-Online® Real-Time Conference included interested teachers, pupils, one whole class, initiators of the project, project consultants and three guests from the University of Osnabrück (from a Russian Republic of East Siberia). In good time before the mutual start of the conference the participants logged in. During the 3.5 hours of parallel and successive workshops, participants developed ideas, identified issues and described opportunities for developing exciting interdisciplinary learning opportunities with potential for achieving revitalization and full ecological integration of the Hase River. The participants initiated lively discussions – also during the session breaks, within the virtual café area. All ideas and results were carried on into the next workshops. The information generated throughout was recorded in the conference documentation, which was immediately available to all participants at the conclusion of the OpenSpace-Online® conference. The organizers and the participants were very satisfied with the results of this virtually-moderated meeting, which then became the basis for the third phase of the "Schools for Hase River" project – establishing a new network for sustainable urban development and environmental education.

Christiane Balks, who is one of the initiators of the "Schools for a Vibrant Hase River" project, reported her experiences with OpenSpace-Online® in a radio interview. Descriptions of her experiences as a participant included: "It was a very creative process, many good ideas came together, it produced a lot of courage to start a new network and it led to pleasant anticipation to meet many interested people for the first time in person." In order to learn about the initial results and plans for further plans for the newly established network, listen to Christiane Balk's interview by clicking on to the following link: **Radio interview : [Click here and listen \(German language\)](#)**

10.9. Community Transformation Process

"I have been helping an international not-for-profit organization through a major transformation, and through their first strategic planning process. We have used OpenSpace-Online® for two special Board meetings and for a "Town Meeting" open to our constituents, participating from six countries. Quite frankly, I can't imagine how we would have handled this process without OpenSpace-Online. With OpenSpace-Online, however, the process has been much faster, extremely effective, and best of all, joyous. The software and conference methodology has enabled the inherent potential of this community to be revealed in a way that I can only describe as magical. It was a real turning point in the life of this community. The conference software brings everyone through the process in an effortless way. I wouldn't have thought it possible for a large, diverse group to have a good discussion without a "human" facilitator, but here it is! (And the tech support provided by the software developers is fantastic.) I know that I will be using this software for many years. Thank you!"

Martin Boroson, Temenos Consulting – 2006

10.10. State executive party committee chooses new innovative cooperation

The party LIBERALE SENIOREN NRW, Germany held their first method-supported Internet conference in October and the OpenSpace-Online® method was used for this. The state committee of the LIBERALE SENIOREN NRW wanted to reorganize cooperation between all participants with this approach.

Up until now, we have always organized this in meetings and met on-site. Due to the size of the German state "Nordrhein Westphalen (NRW)", this involved major travel expenses and time. By the additional use of the OpenSpace-Online® method, overall cooperation will become faster, more effective, and more reasonably priced. The state committee (9 members) has tested this under real conditions and successfully held the first Internet conference on October 20, 2006.

Three main subjects were discussed in detail during the 3-hour conference. A total of 249 discussion contributions were made, records of results were created and processed for each subject, initial agreements were made on individual items, and the virtual café was also utilized for pleasant additional conversations. The extensive conference documentation, which each participant was able to download immediately after the end of the conference, served to allow the participants to quickly evaluate the contents and results.

Brief summary: all persons who can use a PC, a keyboard, and a mouse are able to productively participate in a conference without instruction or training. The user prompting is simple and easy to understand, the system efficiently guides the participant through the individual steps of the conference. This can easily be booked by means of the Website Online-Booking-System. This information is very helpful and the results-orientation is very efficient. The record of results was available to all participants immediately after the conference. We have seldom received a record of results so quickly. All contributions, comments, and supplements can be understood. Although using the method for the first time, approximately 80% of the conference results could be used for our concept "Age-Suitable Cities and Communities: Mobility & Public Transportation". As large groups of participants are also possible, we can also invite members in the future who want to actively take part in the creation of concepts, etc. This is a very good supplement to our "normal f2f meetings".

Günter Münzberger, state committee,
LIBERALE SENIOREN NRW, December 2006

10.11. OpenSpace-Online® enables First German Online Climate Summit



In December 2007 the "First German Online Climate Summit" was held on the basis of the OpenSpace-Online® conference method. Patron of the event was the President of the German Federal Environment Agency, the organizer was the "Deutscher Städte- und Gemeindebund" (German Association of Towns and Municipalities, DStGB), financial support and sponsorship for the project was provided by Cisco Systems and the concept and technology partner was OpenSpace-Online GmbH. The DStGB stated: "Our expectations were exceeded by a long way: 33 exciting topics put forward by the participants ensured that the agenda was right up to date. There was room for all of the topics. Nothing was lost and it was possible to work through everything. The well-structured real-time software provided excellent navigation and the "law of two feet" a sound democratic process.

Thematic overlaps quickly ironed themselves out. What followed was a highly motivated solution and result-oriented exchange lasting more than four hours. 30 brief reports were drawn up. All participants were able to add new ideas. The hot topics of the day were identified, new contacts made and initial meetings arranged. The approximately 130-page conference documentation available at the "press of a button" speaks for itself. Even if we all still need some more time to take in the wealth of results and sustainable effects, one thing is already clear: together with all of those taking part it was possible to create a successful start for a new quality of open and interdisciplinary collaboration for forward-looking climate policy in German cities, towns and municipalities. Our intention is to continue the online climate summit in the coming years, possibly at an international level.

Alexander Handschuh, Deutscher Städte- und Gemeindebund,
DStGB, December 2007

10.12. Mayors of Germans Network Towns of the Future uses OpenSpace-Online®



Mayors and other representatives of "Netzwerk Zukunftsstädte", an initiative of Deutscher Städte- und Gemeindebund, German Association of Towns and Municipalities, DStGB and Deutsche Telekom AG have participated in a three-hour OpenSpace-Online® conference. The focus of the event was the development of new ideas and proposals, a lively exchange on many different network themes, the establishment of contacts and the conclusion of agreements on cooperation amongst those taking part. "We consciously chose the OpenSpace-Online® conference method. With it we are able to provide an open, interdisciplinary and at the same time solution-oriented real-time exchange of ideas and experience, as well as stimulating intensive forms of collaboration with the participation of many different experts," said the spokesman for the ...

German Association of Towns and Municipalities,
Franz-Reinhard Habel, May 2008

10.13. University uses OpenSpace-Online® as E-Learning Module



For MBA-Sustainability Management, an E-Learning-supported correspondence course, the OpenSpace-Online® conference process offers a welcome supplement to the spectrum of methods. In addition to amazing content results, an OpenSpace-Online® conference can do much to encourage communication and interaction between the students in the correspondence learning phase between the face-to-face meetings in Lüneburg and increase motivation to study and to cooperate. Ana Dominguez, (2nd year MBA student): "Finally, I would just like to say that I am amazed at how much the conference actually helped me. I got several ideas, which I can now implement."

Anja Rawe Dipl.-Pol., MBA, Centre for Sustainability Management (CSM)
Leuphana Universität Lüneburg, Germany

10.14. OpenSpace-Online® enables First Online Sustainability Summit



As a partner of B.A.U.M. e.V. for the concept of the event and the technology, the OpenSpace-Online GmbH enabled the worldwide First Online Sustainability Summit for the economy's decision makers and protagonists on October 23, 2009 under the patronage of Dr. Volker Hauff, Chairman of the Council for Sustainable Development, retired Federal Minister. The theme of the 4-hour real-time Internet conference was: "ON THE WAY TO A SUSTAINABLE ECONOMY – HOW CAN THE LONG-TERM SUCCESS OF A COMPANY BE ENSURED?"

Prof. Dr. Maximilian Gege, founder and chairman of B.A.U.M. e.V.: *"The First Online Sustainability Summit and the application of the OpenSpace-Online® conference method was a total success for us. Our expectations were more than fulfilled. The unanimous opinion was: It was interesting, innovative, effective, fun and we should stick to this sustained manner of "discussing sustainability. For 2010/2011 next Online Sustainability Summits are already on our agenda."*

11. Feedback from Participants and Customers

- **Andrew Mairon, Global Commercial Director, TNS Global Interactive:** *"We used OpenSpace-Online for an internal meeting, and were extremely satisfied with the whole process. I am very certain that OpenSpace-Online has the potential to become a standard approach not only for internal ideation but also for qualitative research. This by truly collaborating with the formerly so called "respondents" and giving them the possibility to provide to us insights which were not available before. Thanks to the OpenSpace-Online team!"*
- **Tree Fitzpatrick, USA:** *"Tech heads all over the world are looking for good online conference software as if they are seeking a holy grail. Such seekers need look no further: OpenSpace-Online is the best online conference software."*
- **Lisa Heft, Opening Space, USA:** *"OpenSpace-Online® is the next best thing to a face-to-face conference or meeting. It brings people together across the world to explore opportunities and issues, share knowledge and resources, work on tasks, explore ideas, share best practices, challenges and solutions, and feel a sense of community. This is the one tool I know that is designed by a facilitator and field-tested by facilitators from around the world. Gabriela Ender and her team created this by drawing on their rich background of experience with and knowledge of group process, group dynamics, sense of physical space and environment, the nature of invitation, and the wisdom of matching the right process / dialogue tool to the most appropriate situations. They invited other group dynamics / group interaction specialists to field test the tool - to stretch it and share feedback as the tool grew in usability and intuitiveness. The result is a virtual workspace that is based on dialogue and interchange - a workplace for geographically-disbursed teams to come together for effective and productive work."*
- **Birgitt Williams, President, Dalar International Consultancy Inc, USA:** *"The OpenSpace-Online software is stellar in creating the conditions for a highly participatory meeting that can be an*

effective use of people's time and assist companies in finding solutions in time and cost effective ways. We are committed to its use for furthering the work in our own global organization."

- **Sandy Weiner, Managing Partner, 1-Focus International, Germany:** *"OpenSpace-Online build community and allows for deep discussions and problem solving within the short conference duration ... it is a great stand-alone process as well as a follow-on to live conferences. Through the spreading of the use of this software and conference method, we are contributing to ways of saving the environment while enabling more creativity and team development. This method can be used easily to solve real-time problems at global level. It is CSR at its very best!"*
- **Anne Lowagie, Australian Research Alliance for Children and Youth (ARACY):** *"OpenSpace-Online is an eye-opening experience. The software is easy to use and very intuitive. As a first-time participant, I had no problems taking part and playing a role in the conference. I enjoyed the process and learned a lot. I am convinced OpenSpace-Online has enormous potential for all kinds of collaborative projects, large and small, particularly now that resources for travel and face-to-face meetings are becoming scarce. It's great to see that these events can be sponsored. I think the sponsors should be commended for enabling people the share experiences and learn together. Collaboration is the key to innovation, and in Australia we hope to be able to obtain the support of business to run OpenSpace-Online events."*
- **Joseph Paulson, India:** *"As a first time OpenSpace-Online participant, I felt amazed at the power of 'meeting of minds' for borderless collaboration. It is a potent tool to support change .. in mindset as well as knowledge and skills even in encouraging peoples of warring nations to create purposeful dialogue and move towards global peace!"*
- **Janine Ogg, Holistica, New Zealand:** *"Fabulous, interactive way to connect with people from around the globe on multiple issues. Like nothing I have ever experienced online before....so simple, yet sophisticated. And very playful, a pleasure to participate! I have made some great connections that I am going to follow up on for sure. I will definitely be participating in these again in the future and recommending OpenSpace-Online to others. Thanks again."*
- **Dr. Charles Savage, President, KEE International:** *"When a very diverse group, and or one who has never met face-to-face, can relax, listen and dialogue in such a dynamic way, we know there is something special here. One day soon many companies will realize OpenSpace-Online could provide a new form of focus groups and ways to innovate with customers. There are certainly exciting times ahead for virtual dialoguing."*
- **Hans Hartung, Change Facilitator, Germany:** *"I never thought that an internet based approach can get so much depth, meaningful and useful interaction between people you not have known before."*
- **Tony Ingle, Sr. Manager of Organization and Performance, USA:** *"The OpenSpace-Online GmbH software is exceptionally well-designed to allow focused group work across the world. The software really allows you to focus your thinking and learn from others rapidly."*
- **Kathryn Thomson, Proteus Communications, Canada:** *"What a rich and inspiring conference. I had no idea what to expect with the on-line technology. What I experienced was lively interaction, much learning and above all, the ability to connect with others from around the*

world who shared similar passions and burning questions. I look forward to more of this in the future. Thanks to Gabriela for opening up a whole new realm of possibilities for how we can connect meaningfully with one another."

- **Tonnie van der Zouwen, Netherlands:** *"OpenSpace-Online was an eye-opener for me. The feeling of real-time contact with colleagues from over the world was special. At first I thought: 3 hours is too long. Afterward thought: if only we had more time for our discussions and to get to know each other better."*
- **Michael Randel, World Bank, Washington DC:** *"I was very impressed by what I saw and experienced in the conference, and I did have a strong sense of being in a "real" open space meeting!"*
- **Michael Nothdurft, internal Change Facilitator, Germany:** *"The software comes very close to a real open space. If every software would be as easy as this one we could enjoy computers much more. It just makes fun to use it."*
- **John Anderson, Community and Business Teambuilding PhD student in Organizational Systems, Canada:** *"This piece of software should be integrated into elementary schools. In our newly globalized community, this will be a potent tool for process between people at a distance. Humanity needs to transcend the medieval concept of borders and work together to solve the difficult problems that we all face now that our technological expertise has outstripped our moral capacity to manage our activities. This software is a giant step forward in that process."*
- **Lise Damkjær, Learning4life, Denmark:** *"It was a great to experience Open Space in the Online-version. It fully fulfilled my expectations and I'm fan of OS, so my expectations were not small. I see the online-version as a possibility to use OS easily in international organizations without travelling and I see it as a tool for citizens participation as well. I look forward to experience it again!"*
- **Gernot Znidar, Carpe Diem Organisationsberatung, Austria:** *"Dear OpenSpace-Online-Team, thank you very much for developing this brilliant software. It is very easy to use and the results are amazing. The software enables the participants to maintain a lot of ideas, insights and creativity and the networking emerges out of the inspiring online-process. All in all the OpenSpace-Online-Conference provides a very effective opportunity for virtual and spirited collaboration!"*
- **David Smith, Australia:** *"I just wanted to congratulate you on the clarity and attention to detail in your instruction sheets for the online conference. Extremely clear and logical and with all the appropriate information you need (such as the url) clearly present and visually linked. Great work!"*
- **Larry Peterson, Canada:** *"I have been working with the Government of Ontario (and know others working with Industry Canada) on the development of things like Integrated Service Delivery to Business using IT and Counter infrastructure and previously with a project call Ontario Business Connects with which we have explored and used eCollaboration approaches. We wrote a piece a couple of years ago on the need for the approach and the kinds of synchronous and asynchronous sites that were available. There has been lots of work on*

facilitating virtual communities, and this was a key topic at the Vancouver OSONOS and several on-line conferences. As for the experience closest to Open Space Technology, I think Gabriela Enders openspaceonline is the best."

- **Sheila T. Isakson, USA:** *"Thank you, Gabriella, and the OpenSpace-Online Team for making the four hour open space experience so wonderful. The instructions for downloading the software were easy to follow and then the software itself was easy to use during the sessions. What is really amazing was that persons from nine different countries were able to share ideas about facilitating global change in "real time". It is amazing to recall that it was evening in Europe; late afternoon in Brazil ; early afternoon in Haiti and Canada; and 4 o'clock in the morning of the next day for participants from Australia and New Zealand. What I really enjoyed was the willingness to respect the ideas as presented about some very serious global problems and then to move on with high play:-) I was prepared to be surprised! One surprise was that I loved the side conversations about wine. This was an extraordinary experience. Clearly the "right people" participated. Again, many thanks for the invitation to participate. I look forward to the next one."*
- **Claude Ribaux, Switzerland:** *"I enjoyed the participation in this conference very much. The small group work to share with colleagues of similar interest could have been a bit longer to produce some real action. Otherwise I found the software and the system excellent, and I really believe that it should be used in some of the developmental contexts, in which I am working. In this connection I will get into touch with you soon."*
- **Chris Corrigan, Canada:** *"Among the international Open Space practitioner community, there is general consensus that Gabriela's software is the closest thing in cyber space to participating in a face to face Open Space Technology meeting."*
- **Tina Morgenstein-Wagner, USA:** *"You're doing remarkable, earth-shifting work with OpenSpace-Online. I'm a fan & supporter & will do whatever I can to help drive the use of the tool with others I work with."*

11.1. Comments from "Closing Circles" of OpenSpace-Online® Conferences

- *"I think that reserving the space and taking the time to think about topics like this one have value. This theme is broader than ideas that I usually think about. Thanks everyone for being willing to experiment with open space online."*
- *"Many thanks to the participants and the perfect "environment".*
- *"Now we need a glass of champaign !! Tchín !! Tchín!! to celebrate this Open Space Online successful session."*
- *"I like the experience and meet some interesting new people here."*
- *"This is really fun! I think that having this opportunity is very special."*
- *"Thanks for this learning experience. Oooaoo lots of space!!!!!!!!!!!!!!!!!!"*
- *"This has been a great experience. Thank you all for sharing your wisdom and experiences."*
- *"If this is virtual reality.....I can handle it.....you were all great. Thanks!"*

- *"This has been a wonderful learning and fun experience for me - thanks everyone!"*
- *"Thanks to all for making it possible and for turning up :)"*
- *"Thanks for all the fun and interesting conversations. love the cartoons on the software."*
- *"It is great to connect across the world and I think the software does it well, given the constraints of typing."*
- *"I would like to play with this process in the context of needing to make decisions about something..... that would bring an entirely new dimension to what we did today ... Great work on the software guys and I guess you will let us know how to get it/buy it if we want to use it with our own groups?"*
- *"I am impressed by the speed of the connection and the great folks who have come."*
- *"This is my first Open Space online. It's going great. Had some great discussions already!"*
- *"Your software team did a great job. Regarding the complexity of possibilities, it IS intuitive!!"*
- *"The software is great - still can't get my head round the fact i'm communicating with folk from across the globe real time ... really great to be here!"*
- *"This is an example of better-than-other online tools ..."*
- *"I enjoyed the nonverbal conversation - thanks for))><((..."*
- *"Gabriela, thanks so much for creating this software. Today, it was the first time I used the prioritization & first-steps-tool (special). The software is brilliant. I wish you and your team all the best and a worldwide success!!!"*

A SINCERE THANK YOU

to all organizers and users of OpenSpace-Online® conferences and meetings who took (and will take) time to contribute their stories and feedback! You help to encourage many other people and organizations worldwide in opening more and more spaces for co-creative excellence and sustainable development in economy, society, politics, education and research.

Warmly, Gabriela Ender

12. About the Author



Gabriela Ender is the inventor of the internationally-acclaimed Internet methodology and digital conference technology OpenSpace-Online® and the managing director of the company OpenSpace-Online GmbH - The Power of People! Her Internet method is characterized by a subtle designed do-it-yourself real-time procedure as well as by bridging the value-gaps between various group offline and online activities facilitating holistic learning, co-creative problem-solving and sustainable change processes. The OpenSpace-Online® Real-Time Technology has already been used in more than 60 countries in fields such as economics, societal affairs, politics, education and research. Within the framework of its own corporate social responsibility activities, the OpenSpace-Online GmbH is, for example, the initiator, concept and technology partner of the first online climate summit and the first online sustainable development summit.

Gabriela Ender is a communications expert and an internationally-recognized pioneer who is changing the fields of "Change Facilitation & Change Empowerment", "Large Group Interaction" and "People-Passion-Planet-Business" and is making possible new "Do-it-yourself participation and change processes" via the Internet. She has an university degree in Business and Social Communication and over 30 years experience in the areas of "Team and Business Development", "Advising, Coaching, Moderation and Training of Dialogue and Large Group Processes" and the "Moderation of Organizational Participation and Change Processes". Gabriela Ender is a co-author of several books on the subject of "Change and Group Processes", including the second edition of the internationally highly recommended "The Change Handbook". Together with her team, Gabriela continues to enhance the OpenSpace-Online® Real-Time Technology.

13. Further Information

You are warmly invited to visit our website to obtain further information regarding the use of the OpenSpace-Online® Methodology and/or to order our free newsletter.

Thank You for helping us to get the word out!

We would be pleased if our E-BOOK offered you new ideas and possibilities. If you have any question, project or co-operation ideas, or if you are interested in supporting the global spread and use of OpenSpace-Online®, please write us. We would be equally grateful for your recommendations, for forwarding this document or the download link to other people or organizations, or if you want to include the eBook (the download link) into your website. We extend our thanks in advance for your efforts! Gabriela Ender & Team look forward to hear from you!

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OpenSpace-Online GmbH - The Power of People!

Resselsteig 30, 12209 Berlin, Germany

Phon: +49-(0)30-77 23 169

Fax: +49-(0)30-77 39 20 21

email: contact@OpenSpace-Online.com

website: www.OpenSpace-Online.com