



Productivity Tools



superhighways
harnessing technology for community benefit

About Superhighways....

Providing tech support to small local charities in London for 20 + years

- ✓ Support
- ✓ [Training](#)
- ✓ Consultancy
- ✓ Digital inclusion
- ✓ Impact Aloud
- ✓ [Datawise London](#)
- ✓ Websites



Don't forget to sign up to our monthly eNews

- ✓ Sign up <https://superhighways.org.uk/e-news/>

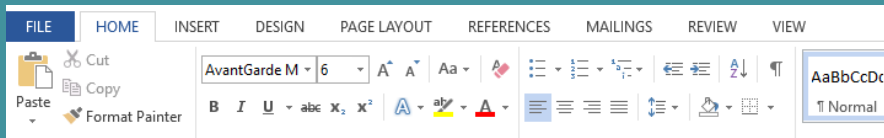


What we'll cover...

- ✓ Tool swap – what works for you and why
- ✓ What is productivity?
- ✓ Free / low cost tools to try (including Office 365 apps)
- ✓ Factors affecting your choices
- ✓ Ideas for driving productivity forwards in your organisation



What is productivity?



Tool swap

- ✓ What's the one digital tool you couldn't do without?
- ✓ Breakout rooms
- ✓ Discuss in pairs – 5 mins



3 digital tools that make your life easier?

Go to

www.menti.com



Enter the code

90 00 88 0

<https://www.menti.com/jcf92ka8dt>



Why digital can help with productivity

- ✓ Better collaboration – internal & external
- ✓ Smarter working – increased efficiencies
- ✓ Improving reach – helping more beneficiaries
- ✓ Enhancing services – realising better outcomes
- ✓ Staying relevant – innovating and maximising opportunities




Managing your tasks / time








To do









☰ 

- ☀ My Day
- ☆ Important
- 📅 Planned 10
- 🚩 Flagged Email 4
- 🏠 Tasks 12
- ☰ September to do 6
- ☰ **Finish off before I go on leave!**
- ☰ Things to do before hong kong 3
- + New list

Get the app.   

Finish off before I go on leave! ...

 Share  Sort

- ✓ VC Sutton email re database 
- ✓ ARCC 0365 quote 
- ✓ Creative Youth IT security audit report 
- ✓ Annual Report notes for Joanne 
- ✓ Get back to Kitchen Collective 
- ✓ Get back to Lambeth Larder 
- ✓ Get back to Urban Dandelion 
- ✓ Get back to East London Community group 

+ Add a task



Scheduling meetings

Doodle



calendly





Table Calendar

		Apr 1 WED	Apr 1 WED	Apr 3 FRI	Apr 3 FRI	Apr 21 TUE	Apr 21 TUE	Apr 24 FRI	Apr 24 FRI	Apr 24 FRI
6 participants	+	✓5	✓3	✓3	✓2	✓6	✓6	✓4	✓3	✓
Sorrel		✓				✓	✓	✓	✓	
Giselle		✓				✓	✓			
Christine				✓	✓	✓	✓	✓	✓	✓
Angela		✓	✓			✓	✓			✓
Kate		✓	✓	✓	(✓)	✓	✓	✓	(✓)	✓
Hannah		✓	✓	✓		✓	✓	✓		✓



Poll settings



Yes, no, if need be

Participants can indicate if an option is not ideal for them.



Limit the number of votes per option

First come, first served. Once the spots are filled, the option is no longer available.



Votes per option

1



Limit participants to a single vote

Participants can only select one option.



Hidden poll

Participants' names, comments and votes are confidential. Only you can see the results.



Starter

€ 3.50 /month

paid annually

1 user

[Start free trial](#)

or [purchase now](#)

No ads

[Sync meetings to calendars](#)

[Deadlines and reminders](#)

[Ask for email, phone, address](#)

[Track meeting invitations](#)

[Zapier integration](#) **New**

Pro

€ 5.00 /month

paid annually

1 user

[Start free trial](#)

or [purchase now](#)

No ads

[Sync meetings to calendars](#)

[Deadlines and reminders](#)

[Ask for email, phone, address](#)

[Track meeting invitations](#)

[Zapier integration](#) **New**

[Bookable Calendar](#) **New**

[Custom logo and branding](#)

[Personalized scheduling URL](#)

[Doodle 1-on-1 meetings](#) **New**



Superhighways

Digi surgery 1:1
1 hour 15 minutes
Free



25 September

< > September 2020

Select staff (optional)

Mo	Tu	We	Th	Fr	Sa	Su
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27

 Anyone 

10:00 11:00 12:00

13:00 14:00 15:00





calendly



30 Minute Online Meeting



30 mins online using



50 Minute Online Meeting



50 minute meeting using Zoom:

✓ Read an Appointment booking [Service Recipe](#)



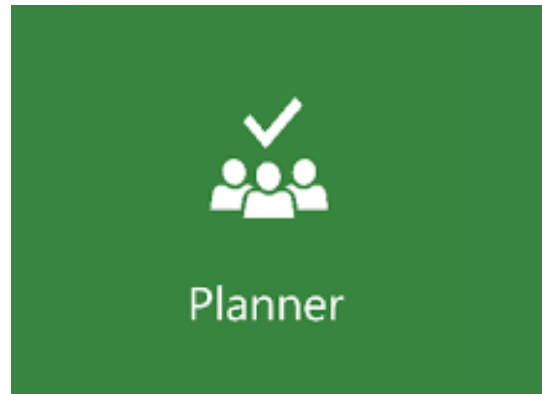
Shifts & rotas



 **RotaCloud**



Managing projects



VC Sutton website

VC Sutton Website



Team Visible

Subscribed

Calendar

Show Menu

Brief & project management

Brief

🗨 1

Expression of interest

🗨 1

Key dates

📅 Dec 10, 2015 🗨 6

Contract & payment schedule

🗨 1

Contract

Domain forwarding

🗨 1

Google Analytics

🗨 3

Add a card...

Audience

Digitally Avant Garde Potential Volunteer, Jack | Jack is a 21 year old digital native who recently graduated from uni with a degree in psychology and has moved back to Sutton living with his parents. He owns an iPhone and is a big Twitter user, from which he gets the majority of his news. He is currently working in Caffé Nero but is keen to use his time off (which varies each week due to rotating shifts) to create some social impact by helping those less fortunate out but wouldn't necessarily use the term 'volunteering'.

🗨 2 ✉ 0/7

Digitally Mainstream Potential Volunteer, Sarah | Sarah is a 42 year old wife and mum of two kids who have both now started at school, and as such wants to get

Add a card...

Wire frames

Dawn/Kate meeting with Pat/Nat/Matt on 10th

📅 Dec 10, 2015 🗨 1

D

K



Website navigation - my thinking 6 weeks ago

☰ 🗨 2 🗨 2



Add a card...

Graphics & images



Killer photo/s for homepage

📅 Dec 31, 2015 🗨 4 🗨 4

Host Volunteer photos

🗨 3



Add a card...

Content: static pages

Front Page

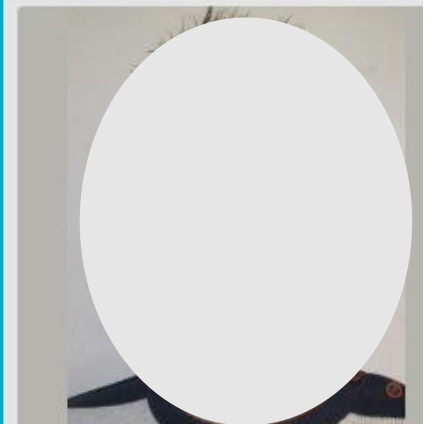
🗨 6

Volunteer

🗨 3

Organisations

🗨 4



Add a card...



- Home
- My Tasks
- Inbox
- Portfolios
- Goals New!

- CASPA website
- Kingston VCS Strategy R...
- MAPS Website?
- Org Scenario building
- KVA training
- CVA Website refresh
- SLIC elink.io pilot
- Tool testing
- Impact Aloud training p...
- Impact Aloud 2017 ...
- Kylie Digital Marketing
- Cameron's last week



Impact Aloud 2017

▼
ⓘ
☆
○ Set status



Share

Search



[List](#)
[Board](#)
[Timeline](#)
[Calendar](#)
[Dashboard](#)
[More...](#)

+ Add task

☑ All tasks
≡ Filter
↕ Sort
⚡ Rules
⚙ Apps

Task name	Assignee	Due date
-----------	----------	----------

Speakers / sessions

☑ Charity Showreelers - identify who? 1

☑ Marketplace? 5

☑ Approach speakers 6

katewhite

Add task...

Marketing / bookings

☑ Identify VIPs / funders to invite

☑ Approach funders to subsidise tickets

☑ Ticketing pricing / income targets

☑ Decide - re early bird? other ticket types?

☑ Eventbrite set up 2

Details >



Group by Bucket ▾

Filter ▾

List

Board

Charts

Schedule

To do

+ Add task

In progress

+ Add task

Evaluation

📅 15/06/2018

 Kate White

Done

+ Add task

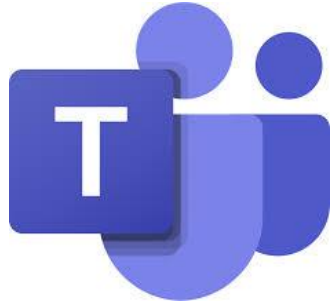
Book venue

Contact all speakers

Finalise agenda

Order lunch

Productive Teams – better communication & collaboration



Hangouts Chat



Your Teams

Tabs

Apps

A chat

The screenshot shows the Microsoft Teams interface. At the top, there is a search bar with the text "Search for or type a command". Below the search bar, the "General" tab is selected, showing a list of tabs: "General", "Posts", "Files", "OneNote", "Superhighways", "Calendar", and "Office clear out day". The main chat area displays a message from Philippa Leary at 07:07, which includes a text message, a photo attachment (IMG_2903.JPG), and a video attachment (how to make a team call.mp4). Below this, a reply from Alice Linell at 08:41 is visible, followed by another message from Philippa Leary at 09:09. The left sidebar shows the "Your teams" list with "Cornerstone", "Superhighways", "General", "10 hidden channels", "KVA Staff", and "Superhighways Members". The bottom of the interface features a "Join or create a team" button and a "Start a new conversation" prompt. A watermark for "Activate Windows" is visible in the bottom right corner.



Slack - NetSquared

NetSquared

Kate White

Ctrl+1

Jump to...

Ctrl+2

All Unreads

New Threads

Channels

- # europe
- # **general**
- # **london**
- # random
- # uk

Direct Messages

- slackbot
- Kate White (you)
- David Wilcox
- David Wilcox, Ellie Hale
- Ellie Hale
- Paul Webster

Apps

#london

☆ | 👤 10 | 🗑️ 0 | For organisers of the NetSquared Lo

Sunday, May 13th

Siddharth Bannerjee 11:13 PM

Hey checking in for the meetup this week. I'll be at the venue by 5.30. Having a chat with Helen Lang who's looking to get more involved in our meetup and will also help start setting up and buy some juice, crisps etc.

[@ellie-cast](#) / [@mattmoorut](#) - do we have confirmation from the speakers you've been in touch with? If so, could you please add them to the meetup event page?

we could all do some last min promo on socials as well - try and get the RSVPs to about 50, so we get around 25 showing up...

Monday, May 14th

Kate White 7:56 PM

Will do. Did you check re connections to projector etc? I'll have my laptop but not my usual array of connectors as Sorrel needs elsewhere that day. But I will have my clicker 😊 I'll aim for 5.30 too...

Tuesday, May 15th

Matt Moorut 9:12 AM

There aren't any speakers from me [@siddharthb](#) - nice easy one. I'll do a bit of promo today and get TT to sponsor bits though. How much leftover cash do we have?

Siddharth Bannerjee 4:04 PM

I've written to James to ask about projector etc [@katewhite](#)



Event administration



eventbrite



eventbrite

- ✓ Custom questions for booking
- ✓ Automated reminder
- ✓ Wait list management
- ✓ Reporting
- ✓ Payment taking
- ✓ Integrations
- ✓ Eventbrite Organiser app
- ✓ Check in
- ✓ Diy marketing & analytics



Data collection – online forms



SurveyMonkey®

 **Mentimeter**



QuickTapSurvey



Rethinking processes..

- ✓ Volunteers make phone calls to clients as part of the befriending scheme
- ✓ Volunteers email summaries of conversations to a volunteer supervisor (who's a volunteer)
- ✓ The volunteer supervisor sifts through the emails and manually enters information into Excel
- ✓ The volunteer supervisor emails this to the staff member on a weekly basis
- ✓ The staff member uses information for monitoring against targets and checking safeguarding procedures adhered to



Inbuilt integrations – to do or not to do!



zoom

eventbrite



3rd party connectors – build your own

 zapier

IFTTT



TRIGGER

When I get a new email in **Gmail**



ACTION

Copy the attachment from **Gmail** to **Dropbox**



ACTION

Alert me in **Slack** about the new **Dropbox** file

Office 365 automation



Power Automate

Create workflows between your apps, files, and data to automate time-consuming tasks.

Three ways to make a flow

Start from blank [i](#)



Automated flow

Triggered by a designated event.



Instant flow

Triggered manually as needed.



Scheduled flow

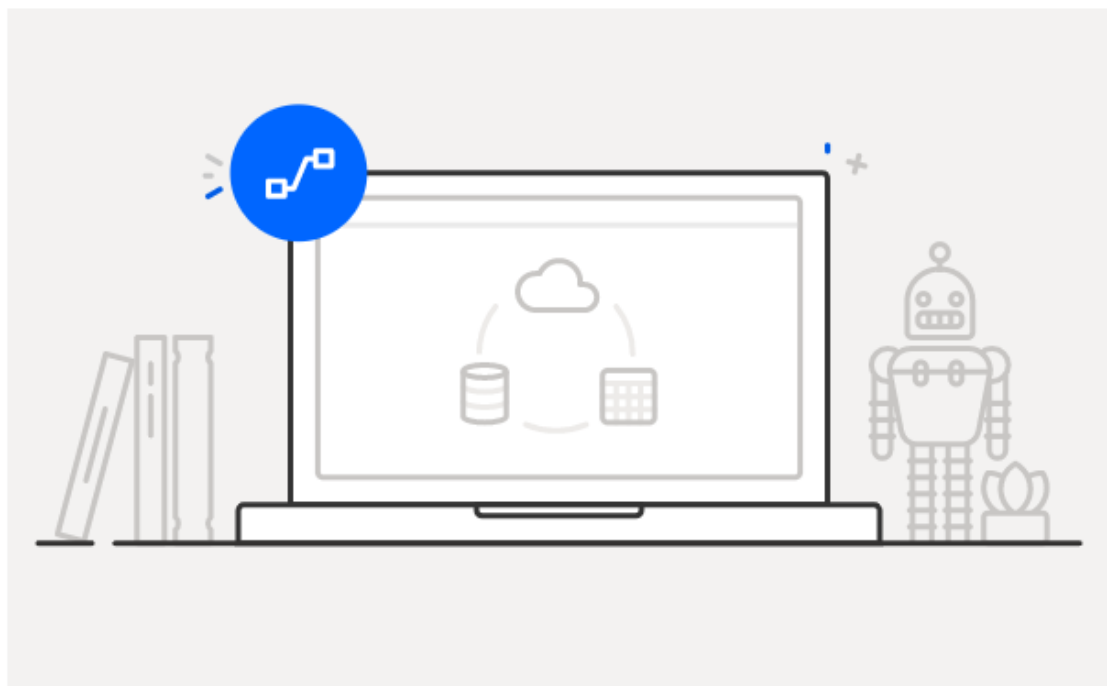
You choose when and how often it runs.



Business process flow

Guides users through a multistep process.

Build an automated flow


















Free yourself from repetitive work just by connecting the apps you already use—automate alerts, reports, and other tasks.

Examples:

- Automatically collect and store data in business solutions
- Generate reports via custom queries on your SQL database

Choose your flow's trigger *

 Search all triggers

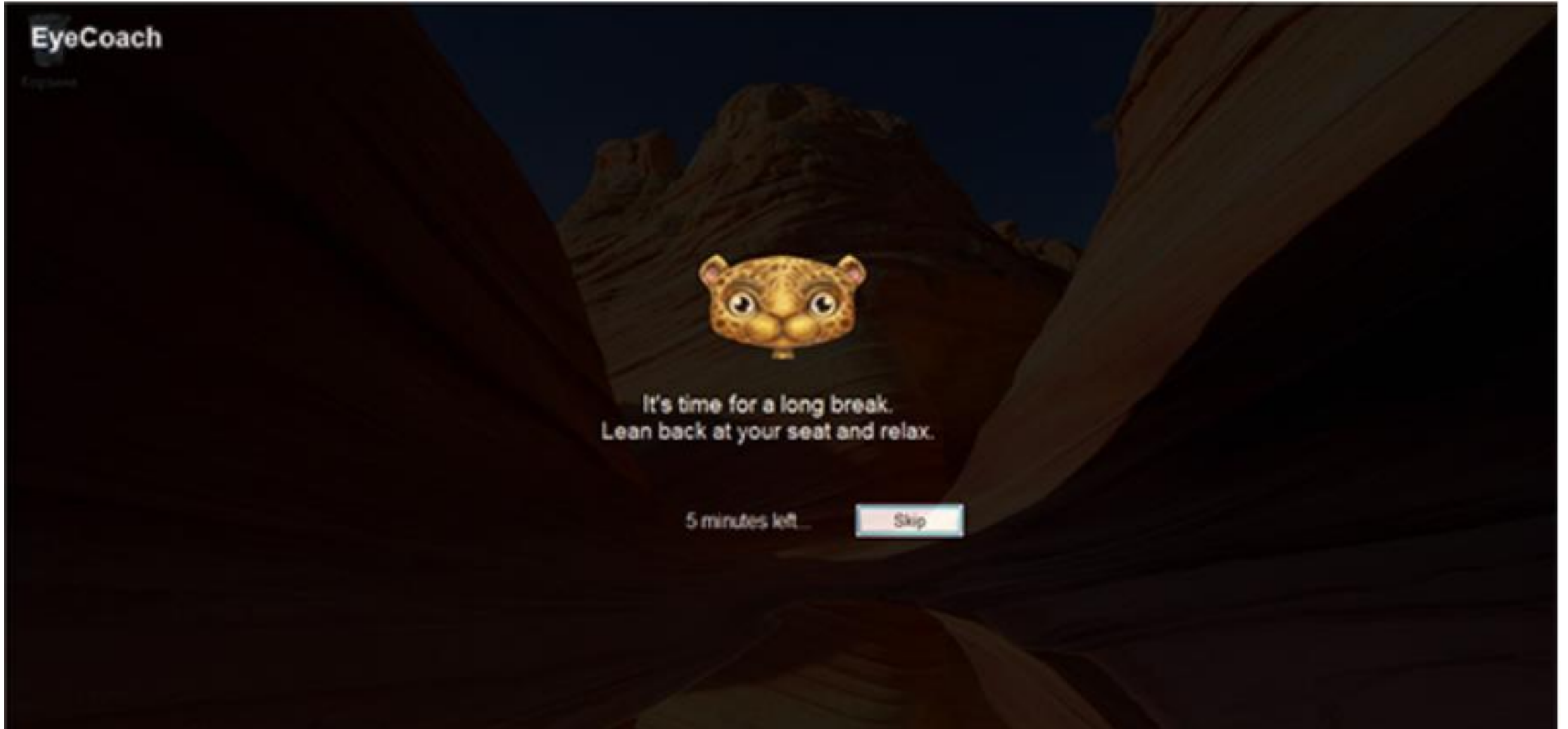
- | | | |
|---|---|---|
|  | When a new response is submitted
Microsoft Forms |  |
|  | When an item is created
SharePoint |  |
|  | When an item is created or modified
SharePoint |  |
|  | When a file is created in a folder
SharePoint |  |
|  | When a file is created
OneDrive for Business |  |
|  | When a task is assigned to me
Planner |  |
|  | When a feed item is published
RSS |  |

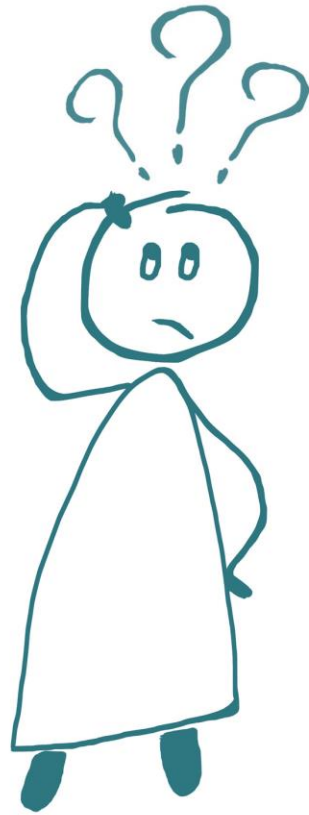
Tool listings sources

- ✓ [Service recipes](#) – learn from others implementing tools / designing digital services
- ✓ [Charity Digital](#) – news & blogs plus software charity discounts
- ✓ [Charity Catalogue](#)
- ✓ [Coronavirus Tech Handbook](#)
- ✓ Assemble – a guide to choosing a digital tool [register for the beta version trial](#)
- ✓ Coming soon – Superhighways updated Favourite apps sheets



Quick break...





What will you need to think about when choosing a tool to use?

Crowdsourced – decision influencers

- ✓ Scalability
- ✓ Costs / charity discounts available
- ✓ Mobile vs desktop apps
- ✓ Organisational policy – tools / platforms & methodologies
- ✓ Integration / automation possibilities
- ✓ Accessibility
- ✓ People / culture
- ✓ Internal / external use
- ✓ Support / training available
- ✓ Security / data governance



It's not just about the digital tools...

- ✓ Building a culture of testing new ways of working
- ✓ Making people's jobs easier / more effective (not forcing them to use digital) so they can make better use of their time
- ✓ Thinking organisational wide – the bigger picture



Digital is not something that you do, it is something that you are..

This doesn't mean you are the person that does the social media for your organisation or just something that the "digital team" does,

this is a set of practices and behaviours that a whole organisation needs to adopt



User stories – identifying pain points!

As a <type of user> — this is the WHO. Who is the user?

I need <to do something> — this is the WHAT. What is the intention? What to they need to do?

So that <some reason> — this is they WHY. Why do they need it? What is the end goal?



Some examples...

As the Administrator I need to know when there are vacancies in the residential houses **so that** I can accept incoming referrals

As an Outreach worker I need to be able to record information whilst I'm out and about **so that** I can maximise my time with families

As a Team leader – I need to easily see where my team are **so that** I can allocate support requests

As a House manager I need to organise rotas **so that** we have the necessary staffing for 24/7 cover



Mapping your processes...

- ✓ Involve the team
- ✓ Are there bottle necks?
- ✓ Things that don't make sense and it's just always been done that way?
- ✓ And no one has had the time to rethink / redo
- ✓ Think organisational perspective
- ✓ But also be 'client / stakeholder centered'
- ✓ Has Covid changed how you do things?
- ✓ Look to the future



It doesn't have to be perfect!



Tool used - [Miro](#)



Digital leadership

✓ There are lots of ways digital can help your organisation remain relevant, sustain and thrive

✓ The challenge is implementing & embedding new practice

✓ What is your role? What can you do to help move things forward?



Can digital help me do this better?



Next steps...

- ✓ Complete the evaluation survey and access the slides
- ✓ [Book an Ask an Expert session](#) if you need support with a particular tool / challenge





superhighways

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