

Typical MDC Strategy

- Conduct planning meetings with the group “owners”
- Get all the players in the same room (the customer and all constituents)
- Support the group with DAU expertise: process facilitators and subject matter experts (SMEs)
- Agree on the purpose of the meeting, the objectives, and the agenda



- Use meeting software to share information and enhance problem-solving, teamwork, and consensus building
- Leave with a written product and an Action Plan for implementation

Customers Notice That

- We involve all stakeholders to maximize buy in
- We provide a non-threatening environment that uses anonymity—ideas are used based on merit
- We use group problem-solving processes and diverge-converge methods
- We involve DAU SMEs
- We organize teamwork, share electronically, and ensure everyone contributes to the group product
- We provide the structure and motivation for follow-on work

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Facilitated Collaboration at the Defense Acquisition University



Management Deliberation Center (MDC)

The MDC is an electronic meeting capability designed to facilitate and enhance group problem solving and teamwork, through the use of group facilitation, structured processes, and electronic aids.

The MDC Helps You Solve Complex Problems

Team members in the MDC use networked computers and “Groupware” to brainstorm problems, share ideas, organize possible solutions, conduct various forms of voting, and do much more in a short time, while enhancing participation and acceptance of the team’s products.

Flexibility

In the MDC, most of our methods are electronic, but we are always flexible in meeting the unique needs of each group. With 40 feet of white boards surrounding the room, we can “multi-task” groups using different group technologies and capabilities. And for specialized circumstances, DAU can bring the groupware to you—up to 30 stations.

MDC Customers

MDC customers include senior-level DoD managers, the DAU Corporate Board, Process Action Teams, and DAU faculty and staff who provide consultative services to DoD groups, as well as Program Management Offices (PMOs) and Program Executive Offices (PEOs). Customers report that they get more accomplished in less time, with greater consensus, and all efforts are documented and accessible for future meetings.



Types of Work Done in the MDC

- Acquisition strategy development
- Program analysis
- Organizational development
- Issue deliberation
- Team coordination
- Document/plan development
- Alternative assessment
- Curriculum development
- Teamwork of all types

Anonymous Inputs

Individual ideas are always anonymous and assessed on merit, not by the status of the person proposing the idea. Everyone can “talk” at the same time, every idea or comment is saved, and you get hard copy of the dialog and the reports immediately at each meeting!

User Comments

- ***“Best [Operational Requirements Document] ORD ever!”***
- ***“Great! Would like all future meetings here!”***
- ***“This is how it should be done! Very efficient way to capture information.”***
- ***“Yes! We needed to get all the players together in one room to sort out the issues.”***

Benefits of Technology

- Enables capture and use of all inputs, to organize the information quickly, and to identify the root causes and high-payoff actions
- Helps get the most from the diverge/converge group process
- Accomplish more by working in parallel
- Harness anonymity so the best ideas rise to the top

Administrative Resources Services Capacity

- Pre-session planning
- Group facilitation
- Technography
- 30 computer stations
- 24+ computer stations
- Seating up to 38
- 40 feet of white boards