



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 and Program Executive Offices. Customers report that they get more accomplished in less time, with greater consensus, and all efforts are documented and accessible for future meetings.

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 structure and motivation for follow-on work

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8/07 Rev 1



Facilitated Collaboration at the Defense Acquisition University



Management Decision 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.

An added capability is the new online ThinkTank software, which allows for offsite participation by those who cannot attend the group sessions.

Learn. Perform. Succeed.



THE MDC HELPS YOU SOLVE 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.

TYPES OF WORK DONE IN THE MDC

- Strategic planning
- Acquisition strategy development
- Program analysis
- Organizational development and surveys
- Issue deliberation with stakeholder participation
- Team decision making and consensus building
- Curriculum development, support, including competency identification with stakeholders
- Teamwork of all types, with collaboration using diverge/converge methods
- AT&L tiger teams
- High-level meeting support/"summit" deliberations
- Tailored course feedback and analysis
- Quick-response group problem solving
- Development of acquisition plans and documents
- Alternative assessment

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 the client gets hard copy of the dialog and the reports immediately at each meeting!

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 multitask groups using different group technologies and capabilities. And for specialized circumstances, DAU can bring the groupware to you—up to 36 stations. If needed, we can link in remote meeting participants.

BENEFITS OF TECHNOLOGY

- Enables capture and use of all inputs, organizes the information quickly, and identifies the root causes and high-payoff actions
- Helps get the most from the diverge/converge group process
- Accomplishes more by working in parallel
- Harnesses anonymity so the best ideas rise to the top
- Maximizes group collaboration and buy-in
- Enables remote collaboration capability using ThinkTank
- Allows anytime, anywhere meetings

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
- 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

USER COMMENTS

- "Best Requirements Document 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."

ADMINISTRATIVE RESOURCES

Services

- Pre-session planning
- Group facilitation
- Technography

Portable System

- 36+ computer stations

Capacity

- Seating up to 70
- 40 feet of white boards
- Networked breakout rooms