



Winner of the
"Top 10 World Changer 2006"
Award

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

OpenSpace-Online® eBook

Roots, Methodology, Process, Software-System,
Applications, Results, Potential, Future Trends,
Testimonials and User-Feedback

State-of-the-art Online Conferencing:

Do-it-yourself, virtually-moderated, real-time meetings
and conferences for small and large groups
to work together across distances on issues, that matter -
in a highly productive, liberated and joyful manner!

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1. A (r)evolutionary vision has turned into reality

In summer 1999, when Gabriela Ender was working as a change facilitator and trainer for face-to-face large group conferences, she experienced a strong and very clear vision of a revolutionary internet meeting methodology. In her mind's eye, she 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" real-time conferencing software.

During this visionary momentum she 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. She 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 her, 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 Gabriela Ender and her team had transformed the vision of the next generation conferencing 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.



In 2003 Gabriela Ender 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.

The Top 10 Who Are Changing the World of Internet and Politics: In 2006, the World E-Gov Forum and PoliticsOnline selected Gabriela Ender and 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 people from around the world, she 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 jury's nomination text regarding OpenSpace-Online®:



"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."

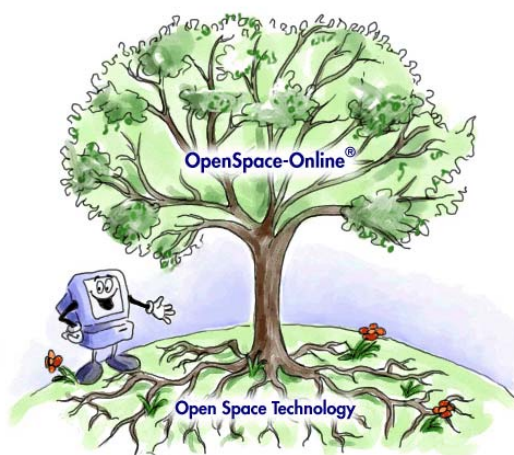
Enjoy the following pages written by Gabriela Ender with an introduction into this innovative field, a description of the OpenSpace-Online® Methodology, it's potential, applications, effects and with several testimonials and lots of user-feedback.

2. Roots, philosophy and purpose of OpenSpace-Online®?

OpenSpace-Online® is a completely self-contained Internet methodology.

It is especially based ...

- ... on the philosophy and the principles of the FACE-to-FACE method "Open Space Technology, OST" (Harrison Owen, 1985),
- ... on the belief in self-organization and the power of people's passion
- ... and on the basic assumption that the best answers, solutions, and agreements for next steps can often be found in one's "own system".



The general purpose of this methodology is to enable organizations to consciously act as life-long learning organizations to empower interest and work groups to independently co-create the future for their teams and systems, the greater good of society, and the whole planet by overcoming the limitations of time and space, as well as saving lots of travel costs. 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. Additionally, this method opens entirely new and expanded spaces and roles for internal and external consultants, leaders, facilitators, and managers.

OpenSpace-Online® is an unique internet methodology, which especially promotes fast, independent, responsible, respectful, and results-oriented cooperation. It is very useful for interest-groups, teams, companies, organizations, 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 development processes of learning, research, collaboration and participation are supported and made possible through the simplicity of handling and self-reliance of the process enabler(s). If needed, OpenSpace-Online® real-time meetings can be supplemented or combined with conventional forms of events and different kinds of methods (offline and/or online).

It is interesting that so far the majority of "first-time" OpenSpace-Online® organizers had no pre-knowledge about the face-to-face roots of this online methodology. These organizers were just driven by an urgent topic and were looking for an innovative online collaboration software. It is also interesting, that later several organizers and participants became interested in the unique philosophy of this methodology and in learning more about its face-to-face roots -- one example of many wonderful add-on effects when working with OpenSpace-Online®.

3. Bridging the value-gaps between face-to-face and on-line

3.1. Elementary aspects of "human coexistence and interaction"

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, EU Commission and many tens of thousands of other large and small organizational systems have worked with participatory-oriented 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 face-to-face 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.

3.2. Initiating and maintaining the co-creative energy also across distances

Our times of international relationships, continuous or new cooperation ventures, are accompanied by rising travel budgets and very tight time frames and scheduling. But how can the co-creative energy developed in expensive face-to-face meetings, coaching programs, seminars, workshops and conferences be sustained once challenged by growing distance and return to daily business?

Of course, the internet provides decentralized networking organizations a large variety of opportunities for worldwide communication. Often, however, daily communication is limited to knowledge management, exchange of e-mails, "top-down internet presentations", expert-oriented video conference(s), telephone group meetings, to asynchronous internet forums or social environments, held by "internet environments experts" and corresponding online moderators – who often laboriously try to boost the level of co-creative energy and commitment within their asynchronous web forums (e.g. by posting own comments, raising own topics, leading and summarizing contents or by promising special incentives for the most active participants). Many of these managed spaces can not really lead to truly passion, truly self-responsibility, long lasting commitment and sustainable further work.

The possibilities of the internet have not been maximized in our times. The introduction of the internet has led to the counterproductive idea of a "new" virtual world divided from the real world, while in reality they are one! We are still in the same "real world", when using a cell phone, a car or an airplane, sending a fax, watching television, participating in a face-to-face event, reading an e-mail via a laptop, browsing through an Australian website or starting the day with an international online meeting.

Re-focusing on the individual human beings acting in our "one world" clarifies that it is only about shifting between appropriate and useful tools and methods for changing place, for receiving information, for sharing knowledge and for optimizing collaboration.

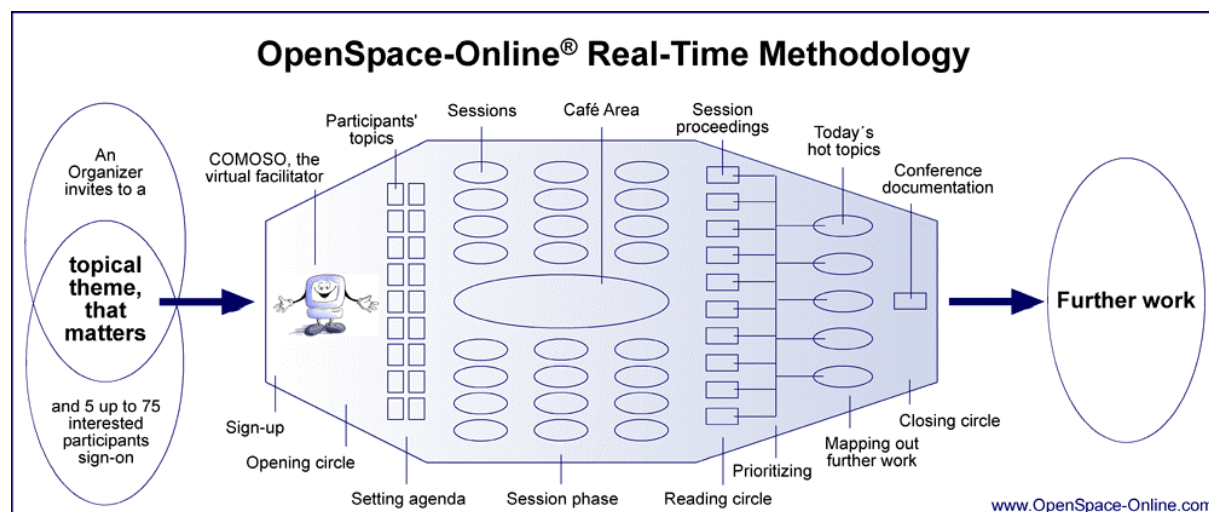
"Bridging the human-value-gaps between offline and online", "providing do-it-yourself empowerment and change management tools" and "enabling and building competencies to facilitate progress, innovation and change" will become one of the most important mega trends of the next 15 years.

With OpenSpace-Online® the future has already begun: The virtually-moderated meeting method is setting completely new innovation standards for self-organized global real-time collaboration and sustainable change in business, community, education, research, health-care and governmental settings.

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.

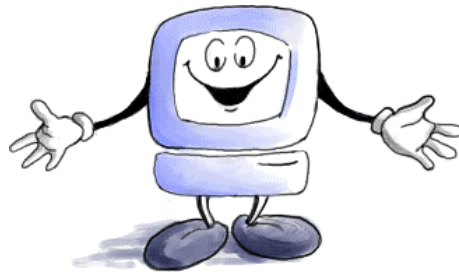
Between 5 and 75 persons, who share motivation and interest in the conference theme, meet on a specified day and time for an OpenSpace-Online® conference via Internet or Intranet (parallel conferences are possible and can support larger groups). Each participant opens the conference software on their local computer, establishes an internet connection and connects to the conference server using their previously assigned passwords.



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 4,5 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.



The virtual open space facilitator COMOSO

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.

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 the text-based 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.

During the entire conference the name of the organizer or an appropriate logo can be indicated.

customer logo

Now that we have achieved our core values, what are the next priorities?

Your issues are your sessions!

Maximum session spaces: 9. Session spaces attributed: 8.

10:00 - 10:45	1 How can we ensure that our action are related to our core values? Mr. Lojek	4 My suggestions is to implement an "intranet" for a better communication. Ms. Pattern	7 What must be learned to change our culture? Mr. Schneider
15-minute break			
11:00 - 11:45	2 How can we reduce misunderstandings? Ms. Smith	5 What must be learned to be more innovative? Mr. Brown	8 I want to learn more about my foreign colleagues. Ms. Fröhlich
15-minute break			
12:00 - 12:45	3 Let us organize a big fest. Mr. Meves	6 How can we design our company to be responsible for environmental sustainability? Mr. Johnson	
15-minute break			

Time remaining: Raising Issues: 00:02:01

Of course, it's completely to you whether you introduce an issue

My urgent question or issue is, briefly:
What issues may challenge us when balancing our budget?

send issue ✓

Progress bar: Sign-Up, Opening Circle, Setting Agenda (current), Session Phase, Reading Circle, Prioritization & First Steps, Closing Circle

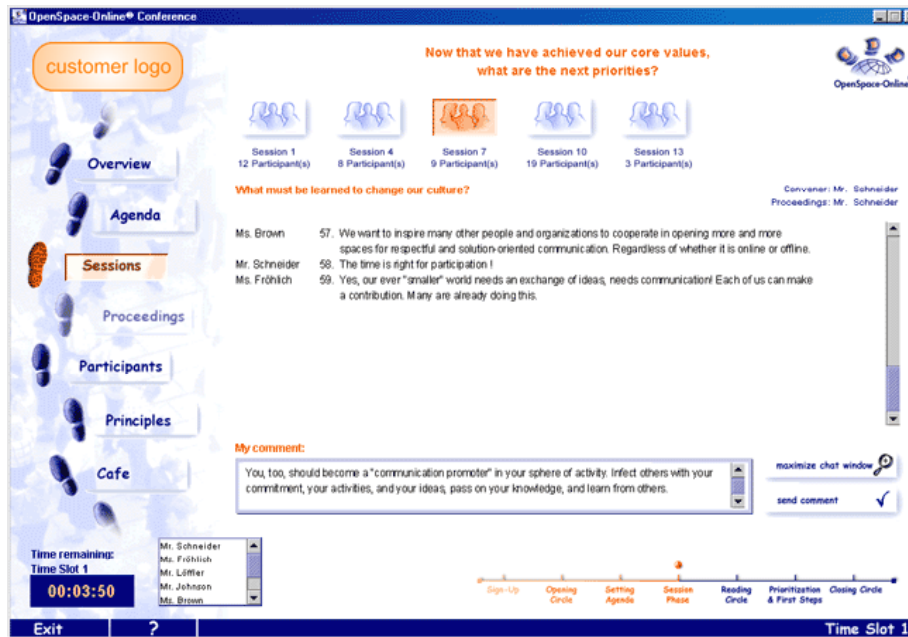
Exit ? Setting Agenda

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 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. The OpenSpace-Online® meeting system is an excellent approach if one or more of the following criteria exist or are desired:

- Co-creative collaboration on complex subjects or burning questions
- Nurturing of motivation and "collective commitment"
- Engaging human resources as much as possible
- Need and appreciation of broad knowledge and experience
- Ideas, solutions, and agreements need to be immediately available for further work
- Bridging distances, saving meeting time and travel costs
- Wasting ecological resources as little as possible
- 5 to 75 persons in a synchronous meeting (parallel conferences are possible)
- "All together in real time" = High level of passion, concentration and play!
- "Do-it-yourself" event organization on a simple, yet high secure basis
- Building competencies to facilitate progress, innovation and change
- Maintaining the co-creative energy of face-to-face meetings and/or other online activities
- Developing, expanding and evaluating internal and/or external relations
- Learning, participation and/or change processes are optimized

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

A selection of application areas displays the broad spectrum of OpenSpace-Online® method use:

- 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

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

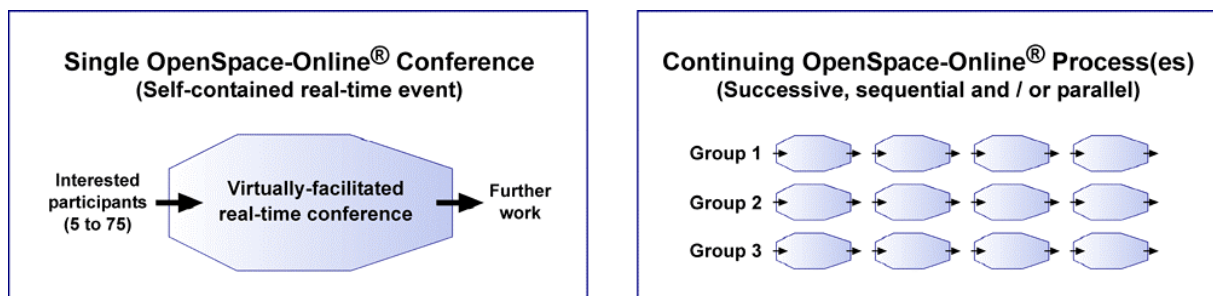


DStGB
Deutscher Städte-
und Gemeindebund

work together to support towns and communities in opening ever more interactive spaces for lively "citizen 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® method 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. All-Embracing Participatory Architectures

(Gabriela Ender, 1999)

Additionally, this internet method makes it possible for internal and external meta-facilitators to easily design individual "All-Embracing Participatory Architectures (APAs)". No matter whether it is about learning cities, learning schools, learning communities or learning organizations - the time is right for conscious sustainable development and change facilitation:

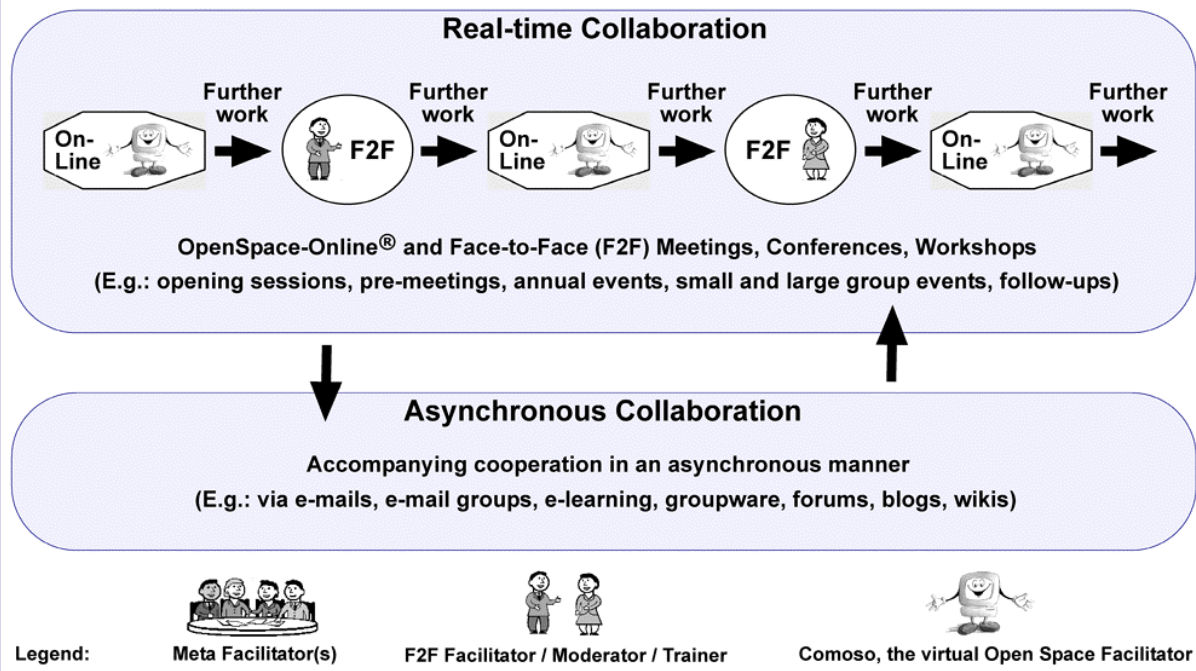
All-Embracing Participatory Architectures consciously linking different participatory-oriented communication and collaboration methods*, concepts and activities across time (real-time and asynchronous), across space (face-to-face and on-line), across multiple stakeholders and organizations (internal and external), across disciplines and branches and across time and distances in a highly complementary and innovative manner. Sponsors and meta-facilitators of APAs put the human beings in the centre, they open the space for the entire process, they support mutual learning, appreciative cooperation, pro-active change and transparent organizational development. They foster further co-creative work and appropriate implementation of results. Such future oriented leaders distinguish themselves by the capability of developing systemic-oriented APAs, and to accompany the corresponding processes in competent and congruent manner. The more conscious the design of the mutual framework within which all participants are moving and the more authentically values such as "respect, appreciation and reliability" are lived, the more creatively, economically and sustainable the future can be shaped.

* Participatory-oriented FACE-TO-FACE methodologies or approaches such as Open Space Technology (OST), Future Search Methodology, The World Café, Appreciative Inquiry or The Genuine Contact Program™.

OpenSpace-Online® Methodology enables All-Embracing Participatory Architectures™ (APA)



Sponsor(s) and meta-facilitator(s) design and implement individual Participatory Architecture(s) for conscious processes of learning, collaboration, problem solving, research, creativity, innovation and pro-active change across distances in a highly complementary and innovative manner.



"Conscious Leadership and Enabler-ship": as a consequence, whenever we work on conscious creation of sustainable communication and participation processes we need internal and external facilitative leaders, supportive consultants and professional meta-facilitators who focus on human beings, and on ongoing genuine dialogs about issues that matter: whether "offline" or "online".

More and more learning organizations recognize "open space" as a practical concept, which cultivate this philosophy for the promotion of a high level of creativity, a high degree of flexibility, constant and fast learning, excellent operating climate and high productivity as an important part of their corporate identity.

An internal and external corporate culture of this type results in a corresponding corporate climate and behavior. It is important that organizations, towns, regions, whole countries become conscious that they can expand much more in harmony with all stakeholders and that they have the ability to create better results, better workplaces, better products, and much better relations.

8. 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.

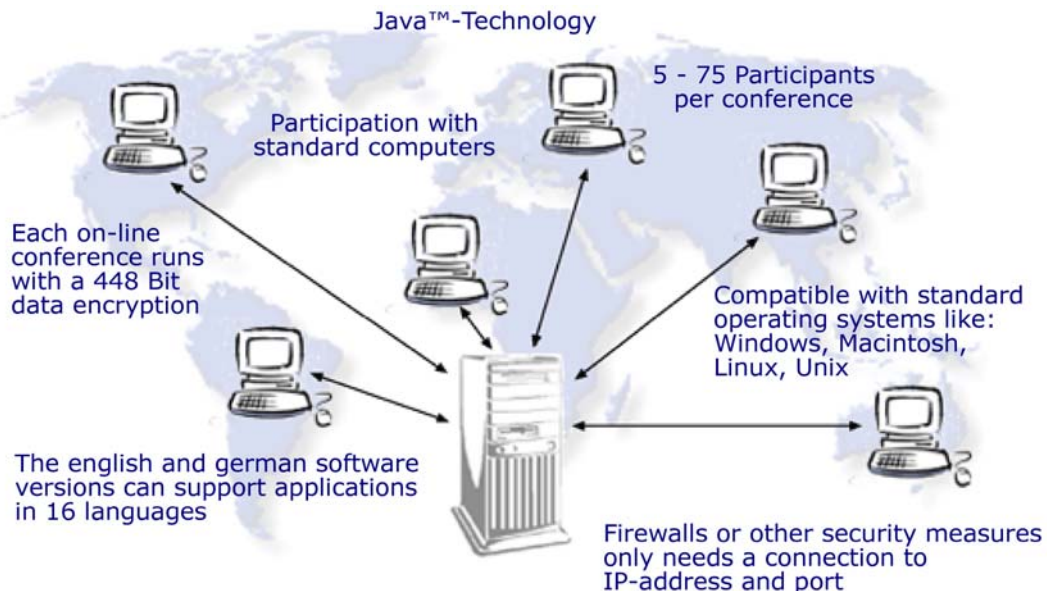
The OpenSpace-Online® conferencing system is a server/client solution. A permanent access restriction and high data security (448 bit encryption) provide a maximum safety standard for organizers and participants for the duration of each OpenSpace-Online® conference. Nobody else than you and your registered 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 virtual-moderated 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 work with the following language inputs:

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



9. 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!

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

Any individual can become a conference organizer by going to the *www.OpenSpace-Online.com* 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.

9.2. [NEW !] 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 configurate 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. The fee for an ASP-license includes technical support for the licensee and for the participants – both via eMail. License fees and special discounts for non-profit organizations on application are available.

9.3. 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 as well as the discretionary Java™ Runtime Environment 1.3. 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. The fee for an Server-License includes technical support for the licensee via eMail. Upgrades (a new software edition) during the license period and technical support for participants are not part of a Server-License, but available on demand. License fees and special discounts for non-profit organizations on application.

9.4. 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.

**Via a link on the last page of this eBook you find an overview
of all opportunities to conduct OpenSpace-Online® conferences
with the opportunity to contact us.**

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".

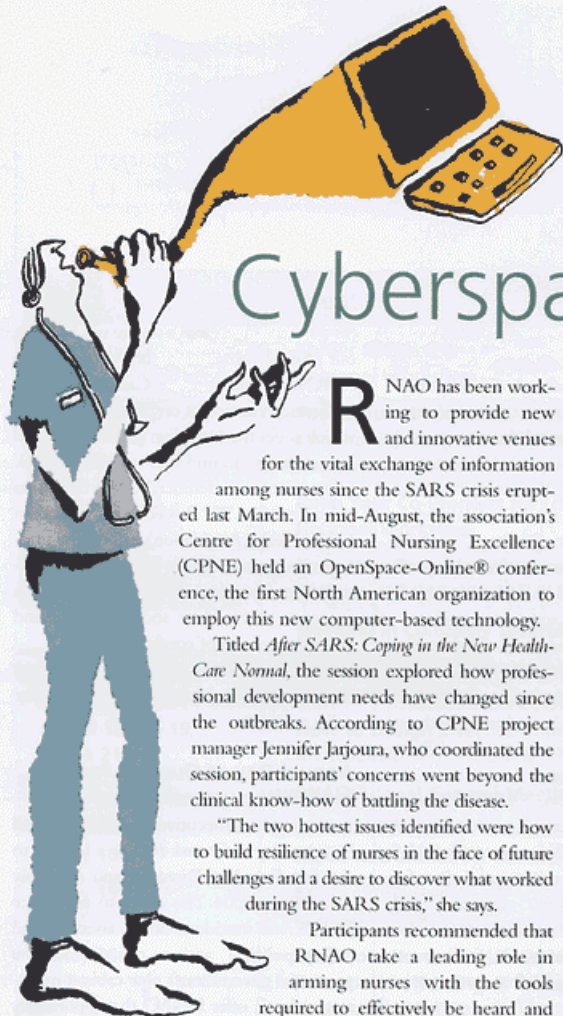
During the conference the discussions were rich, informative and highly productive. The nurses used the conference to share their compelling stories, dialog about the meaning of their experiences, and to make recommendations about how to effectively manage future outbreaks of diseases like SARS.

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 Bonsen, 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: its 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.

10.8.2. German radio interview about the online conference

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

11. Feedback from participants

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."

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."

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!"

Patricia Black, USA: "The software is invisible and therefore brilliant. I am very pleased with it."

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!"

Lisa Heft, Opening Space, USA: "OpenSpace-Online® enables a meaningful and productive group experience. In our online event, professionals from different cultures and countries shared experiences, insights and ideas in real time -- as if we were meeting in person. In addition, we created a real sense of community. Towards the end of our time together, one of the participants reminded us to take a moment and realize that, though we were touching plastic and metal to communicate with one another, we were also touching each others' hearts and minds. A truly amazing example of software and technology weaving the world together."

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."

Marei Kiele, Change Facilitator, Germany and USA: "After my first OpenSpace-Online where I struggled a little (comparing it to face-to-face). This second time I started to REALLY enjoy working with the software. I value the easiness, the userfriendliness, the clarity - and the opportunities it provides. Being able to work with colleagues all over the world with no costs and extra time for travelling is just amazing. What a joy and how practical to be able to connect at the same time with others in Sweden, Australia, Canada, France... and then work as effectively as we did just with some little movements of my fingertips!"

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!"

Robyn Stratton-Berkessel, Founder LIT Global, USA: "As a facilitator of Open Space Technology, I am delighted and impressed with OpenSpace-Online. I was curious about its effectiveness as I had only face-to-face meeting experience. I was impressed by the elegance of the process - everything was addressed that needed to be addressed in keeping with the integrity of Open Space Technology. I learnt that not being face-to-face can be a very powerful learning experience. Without the "distractions" of body language, once "listens" and "speaks" more deeply. For me I was consciously aware of less ego interference....an aha moment. Thank you for such a great tool."

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

"It is funny that though there seemed to be conversations going all over the place at first, some sort of order and actions emerged ... the natural dance of chaos and order happening I suppose. Thanks Gabriela! I enjoyed my first Open Space Online experience very much! Thanks for the interesting evening. I feel most privileged to be connected to you."

"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 online open space."

"Many thanks to the participants and the perfect "environment".

"Thanks for the opportunity to experience this work form in practice."

"Now we need a glass of champaign !! Tchín !! Tchín!! to celebrate this Open Space Online successfull 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 found it a good experience to connect with many people whom i have met online or f2f and new people too. Plus valuable ideas emerged. And I learned about the potential of this online forum. Nicely done all!!"
- # "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?"
- # "This is a wonderful tool and it allows you as much freedom as f2f Open Space does so I have sometimes been a bumblebee, sometimes a butterfly and I love butterflies. Thank you all."
- # "I am impressed by the speed of the connection and the great folks who have come."
- # "This is my first OS. 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 enjoyd 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.

12. About the author



Gabriela Ender is the inventor of the internationally trademarked Open Space Online® Internet Methodology, and Managing Director of OpenSpace-Online GmbH. She looks back on 30 years of experience in the fields of entrepreneurial management, systems-oriented organizational development, and face-to-face change facilitation. In 2003 she was the first female entrepreneur, selected by BERLIN PARTNER (Capital Marketing of Berlin) to receive the annual "Founder Award". The jury looked for young companies, that are innovative, technology-oriented and already successfully positioned in the marketplace Her innovation is setting new global standards in e-participation, real-time collaboration, in bridging value-gaps between face-to-face and on-line collaboration, and in initiating and establishing conscious learning organizations across distance. The methodology is applied by organizers and participants from society, education, economy, and politics for various aims in all continents of the world. Together with her team, Gabriela continues to develop the conferencing system. The second edition of OpenSpace-Online® (2.0) will be available soon (first quarter of 2007). She is co-author of a few books, including the second edition of "The Change Handbook". In 2006 Gabriela Ender was selected to be one of the TOP 500 outstanding leaders of Berlin, Germany. October 2006, the World E-Gov Forum and PoliticsOnline selected Gabriela Ender and 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 people from around the world, she received the Global Award: "Top 10 World Changer 2006".

13. Further information

You are warmly invited to visit our website to obtain further information regarding the use of the OpenSpace-Online® Methodology [[please click here >>>](#)], and/or to order our free newsletter.

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