

Onboarding Workgroup meeting notes: 27th July 2023

Present:

Kenric, Tevo, Atmosphere, Vani, Fly, SucrenSpice, Peter

Agenda

No formal agenda

Miro

see <https://miro.com/app/board/uXiVM5jyehQ=?moveToWidget=3458764559340088151&cot=14>

Discussion

1. Onboarding email

- Kenric: current onboarding email ([here](#)) gives the incorrect impression that a person who receives it has been accepted as an ambassador.
- Ash: It was offputting as a new person to attend meetings and find I was not in the right place and be asked to leave. (This happened with “Ambassadors Only” meeting, which is understandable, but also with a couple of other meetings, which is not good.)
- Vani, Ash: We could go with the process we discussed in the last meeting, of inviting prospective Ambassadors to attend meetings and give feedback, as an onboarding task/process.
- All: if an email goes out, BCC to preserve people's privacy.
- There have been 7 new signups this month.
- Peter: I have a “backlog” list of approx 300 people interested in the Ambassador program.

ACTION: Vani and Sucre to tweak the email and then post a new version in Discord for comments.

ACTION: Once the new Onboarding email text is agreed, Peter will share his list of 300-ish people with Sucre so they can be contacted.

ACTION: when emails go out, they will be BCC'd.

ACTION: Name of the “Ambassadors Only” meeting changed on calendar to “Leadership session”, for clarity.

ACTION: We will give a heads-up to WG and Guild leads that new prospective Ambassadors might attend their meetings, and they should be welcomed.

2. One-to-one contacts

- We agreed in the last meeting that a one-to-one approach works well to invite applicants in. Sucre has prepared a list of people who have filled in the Ambassador application form and been sent an email, and we're working through DM-ing them to invite them personally to meetings.

ACTION: Sucre, Ash and Vani will continue to do this.

3. How people formally become an Ambassador

- Prospective Ambassadors need to know exactly how the decision is made to accept them onto the Ambassador program. Not clear at the moment, because process itself is under discussion.
- A 5-tier approach has been suggested (Lurker - Prospect - Participant - Workgroup lead - Leadership; with “participant” and higher being considered Ambassadors. Role names, especially “Lurker”, can change); and elsewhere, some have questioned the entire “Ambassador” role long-term.
- Peter: The goal of this program should be to get people to “participant” level.
- Vani: In [Strategy Guild of 19th July](#) there was a suggestion that “Crandano will initiate and head a formal new Ambassador onboarding process”
- Fly: confirmed that this has not been definitely agreed yet.
- Vani: This feels like part of the remit of this Onboarding WG, and any formal process, whatever it is, should be somehow integrated into Onboarding - it’s messy if Onboarding doesn’t happen via the Onboarding group.
- All: for now, we just need to be able to tell prospective Ambassadors clearly how the process works at present; and include this in the onboarding email. The Strategy Guild meeting linked above suggests that currently, the decision is made by existing Ambassadors, so that’s what we’ll say.

ACTION: Vani and Sucre to include a suggestion on how to phrase this in the new draft of the Onboarding email. All to comment.

4. Name of this workgroup

- Peter: I think the name isn’t clear, and people might think this group is where you come if you are new and being onboarded, rather than a group to actually do onboarding.
- Others: If new people do think this, and they attend, that’s probably good, as we can get their insights.

DECISION: We’ll keep the name as it is for now.

5. Cadence and organisation of these WG meetings

- Discussed moving this WG’s meetings to weekly, not fortnightly, for a short period, as there’s lots to do
- But we noted that key people have connectivity issues that can make live meetings a struggle
- Tevo: Sheer luck that I was available to start the meeting - who else could do it?

DECISION: We will try more async working - maybe working to [Facilitators’ Collective async meeting approach](#)

ACTION: We will meet again on 3rd August, and see how it feels to meet weekly

ACTION: Vani to liaise with Tevo re: access the account to be able to start meetings
