Contents

Innovation happens in COINs

Characteristics of highly creative people

What our research taught us

The 5 variables

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Swarmcreativity - COINs

Collaborative Interest Network

Collaborative Learning Network

Collaborative Innovation Network

Creator

HTML

W3C

Netscape
COINs are everywhere
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People for Innovation

Most effective communicators

Degree of Connectivity

Degree of Sharing

Degree of Interactivity

low  high

(1-m) (m-m)

(1-1) small

community personal
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Also open source projects have strong leaders.

Hi Yanni, I withdrew the Roman-Spartan War from FAC and I put it on Peer Review at WPMILHIST. So if you have the time and don't mind could you please go and leave some suggestions because they always seem to be of good value and worth while. Thanks in advance and also I forgot to congratulate you on El Greco becoming a FA. It's great that you took the article of the greatest Greek painter to FA level. Kyriakos 05:49, 4 January 2007 (UTC)
Happy customers want honest language

Very happy customer (NPS 67%)
- High GBC
- Clear leaders

Very unhappy customer (NPS -33%)
- Low GBC
- Leaders invisible

Net Promoter Score®

How likely is it that you would recommend our company to a friend or colleague?

Extremely likely

Not at all likely

NPS = Promoters - Detractors
Musicians swing in synch

Blue – drummer
Red – singer/leader
Green - audience
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<table>
<thead>
<tr>
<th></th>
<th>XXX1</th>
<th>XXX2</th>
<th>XXX3</th>
<th>XXX4</th>
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<tbody>
<tr>
<td>Strong leaders</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Quick response</td>
<td></td>
<td></td>
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<tr>
<td>Rotating leadership</td>
<td></td>
<td></td>
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<tr>
<td>Balanced contribution</td>
<td></td>
<td></td>
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<tr>
<td>Objective sentiment</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>high-performing</th>
<th>1</th>
<th>0.8</th>
<th>0.65</th>
<th>0.5</th>
<th>0.35</th>
<th>0.2</th>
<th>0</th>
<th>low-performing</th>
</tr>
</thead>
</table>
1. Strong Leadership

Centralized leaders

Reward pro-active leaders
Promote hidden trendsetters
Nurture new talent

Non-centralized leaders
2. Quick response

Sending many small e-mails is better than sending a few long ones.

Happy people answer e-mails faster.

The more quickly people respond to you, the better they like you.
3. Rotating Leadership

Delegate responsibility
Empower collaborators
Encourage alliances
4. Balanced Contribution

Encourage even contribution
Activate passive collaborators
Prune distribution lists
5. Objective Sentiment

Reduce overly positive language
Give honest matter-of-fact comments
Build personal commitment (I, me) but be inclusive (we)
Virtual Mirroring
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Social engineering for success and happiness
Socially engineering your network

Bridge structural holes for business success

Build embeddedness for personal happiness
Thank You

http://www.ickn.org
http://www.swarmcreativity.net
www.galaxyadvisors.com
www.coinschile.com
pgloor@mit.edu

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### Collective Creativity Score Card

<table>
<thead>
<tr>
<th>Dimensions</th>
<th>High-performing</th>
<th>Low performing</th>
<th>Remedy</th>
<th>Condor Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strong leaders</td>
<td>Clear leaders are well connected to other actors</td>
<td>Leaders are not recognizable from the outside</td>
<td>Self-selected or designated leaders need to become more active</td>
<td>Betweenness centrality  Degree centrality</td>
</tr>
<tr>
<td>Responsiveness</td>
<td>Prompt and consistent response indicates high engagement; enables fast problem-solving</td>
<td>Slow response time is a consistent predictor of dissatisfied and non-motivated team</td>
<td>Team members need to be made aware of importance of speed</td>
<td>Average Response Time (ART)</td>
</tr>
<tr>
<td>Rotating leadership</td>
<td>Leadership rotates between whoever is best qualified for a task</td>
<td>No leaders recognizable, or one person usurps leadership</td>
<td>Delegate responsibility, nurture new talent</td>
<td>Oscillation in group/actor betweenness centrality</td>
</tr>
<tr>
<td>Initiative</td>
<td>Proactive communication between parties; initiative on different leaders’ side.</td>
<td>Flood of e-mails from always the same sources swamps team with e-mails</td>
<td>Non-active team members should be encouraged to contribute</td>
<td>Average Weighted Variance in Contribution Index (AWCI)</td>
</tr>
<tr>
<td>Sentiment</td>
<td>Consistently well-balanced sentiment signals fair and fact-based discussion</td>
<td>Uneven and overly positive (exaggerated) and overly negative sentiment</td>
<td>Don’t use overly positive or overly negative language, stick to the facts.</td>
<td>Sentiment score</td>
</tr>
</tbody>
</table>