

### 3.5.1 Miro

- **Aim**

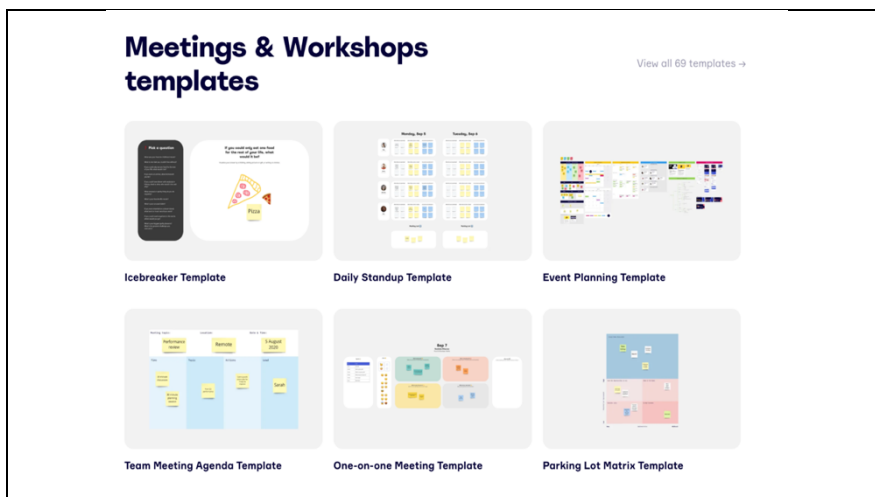
Miro (previously known as Realtimeboard) is an online and collaborative whiteboard platform, which team members can access anywhere in real time. It enables teams to collaborate effectively by supporting communication and using different tools. It offers ready-made templates to get work started. The tool also enables to develop notes and designs, shift things around, and connect through embedded video calls or online chats. The tool also comes with a series of pre-built templates that can inspire or serve as a starting place for your own project work.



HE teachers can use Miro for remote collaboration, ideation and brainstorming, research and design, strategy and planning, agile workflows, mapping and diagramming, online workshops, and problem solving.

- **Description**

Miro is a scalable, secure, cross-device online whiteboard platform integrated with the most popular tools such as Google Drive, Dropbox, Trello, Jira, Rally, Slack or Google Contacts. It is offered in a free version, which allows you to work for an unlimited number of people but on up to 3 whiteboards, and in three paid versions: *Team*, *Business* and *Enterprise*. What sets Miro apart from other similar services of its kind is the seemingly endless list of whiteboard versions that HE teachers and their students can use. Here are some of them:

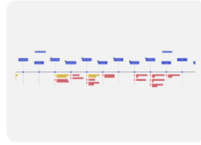


## Brainstorming & ideation templates

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Affinity Diagram Template



Customer Touchpoint Map Template



Fishbone Diagram template



Likert Scale Template



Mind Map Template



Idea Funnel Backlog

## Research & design templates

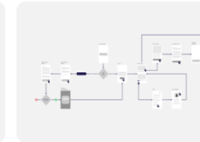
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Research Template



Empathy Map Template



User Flow Template



UX Project Canvas Template



Working Backwards Template



User Persona Template

## Strategy & planning templates

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Strategy Diamond Template



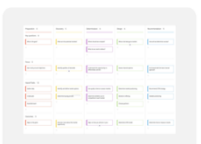
Value Chain Template



RACI Matrix Template



Strategy Map Template



Go-to-market Strategy Template



Porter's Five Forces Template



Figure 40: Different Types of Services Offered by Miro

- **Key Features**

Miro differs from other whiteboards in that it has many unusual features. The ones that can be useful for an HE teacher are:

- **Multiple users can work at the same time** – the application allows multiple participants to work at the same time, moreover you can follow the movement of the mouse of each of them. Thanks to this everyone can actively participate in creating a diagram, add their ideas or make comments.
- **Ready-made templates** – Miro gives the HE teacher a set of ready-made templates enabling, among other things:
  - User story mapping.
  - Creating a roadmap.
  - Analysing problem sources in the “Mind Map” model.
  - Conducting a team retrospective.
  - Organising brainstorming with the use of mind map.

From a wide range of layouts, the Teacher can choose the best one for the needs of the lesson.

- **Time control during classes** – Miro has the ability to turn on a stopwatch, which will inform each participant (displaying on the screen) that the time of individual activities is running out and decisions need to be made about the next steps - this is a very useful functionality, thanks to which a teacher can use time effectively during classes with students.
- **Logical division of the project** – Miro allows for grouping issues in a special frame, which can be easily navigated through on the side panel. A clear structure of collected information allows easy navigation between particular notes. What is more, Miro allows you to create a tree of projects in which individual tables are stored. Such a model makes it possible, for example, to share entire boards between teams

- ***Benefits***

The advantage of Miro is that it works on multiple platforms, it works on Android devices, iOS devices, and is free to download on all Windows and macOS systems. Some users may prefer the in-app versions, especially if they love working with touch screens. The app also supports the general use of styluses (S Pens, Apple Pencils, and so on). The undeniable advantage of the Miro app is the ability to track changes made by other team members in the present tense. With this digital whiteboard, everyone can work on the same thing at the same time. And since all team members can see new changes in real time, everyone can stay on top of the ongoing project. Some of the most cited benefits include:



Figure 41: Benefits of Miro Tool

- **Implementation**

- **Describe the Purpose/Problem Definition**

- **General Overview:** With more and more work being done remotely, it's more vital than ever for teams to be able to successfully communicate and collaborate. The latter is true, especially in the recent pandemic case, where people across the globe were forced to work remotely. Like many other online collaboration tools that promote digital communication, Miro is one such tool that enables brainstorming and collaboration with team members remotely. Every organisation – public or private – made use of different collaboration tools.
- **Classroom Activity:** At the beginning of the class lecture, a brief, ten-minute overview of the Miro topic restates the lecture's objectives and summarises what is Miro and how it benefits HE teachers and students while online collaboration. The teacher may choose to pose questions to the students, e.g., "what is online collaboration?", "what are the different types of digital collaboration tools?", "which collaboration tool is better and effective?" and "how can Miro be used to create mind maps?" Students may choose to volunteer some answers. Next, by using

the above understanding, teachers need to create groups of 4 to 5 students each.

○ **Implement the Tool**

- **General Overview:** Once students are clear on what is the purpose of online collaboration and or using tools to digitally communicate, it is time to implement Miro using different examples.
- **Classroom Activity:** As an activity, all groups should be given a list of examples to choose one from. Herein, we explain how Miro can be used and implemented in a HE classroom setting using different examples e.g., Mind Map. HE teacher can also provide other examples.

– **Using Miro to Create a Mind Map:**

A mind map is a diagram used to visually organise information. A mind map is hierarchical and shows relationships among pieces of the whole. It is often created around a

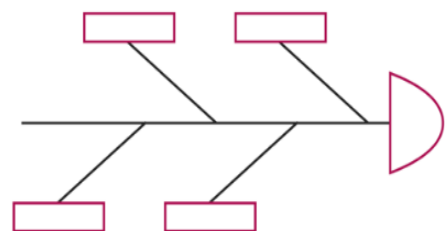


single concept, drawn as an image in the centre of a blank page, to which associated representations of ideas such as images, words and parts of words are added. Major ideas are connected directly to the central concept, and other ideas branch out from those major ideas. The teacher can use the Thinking Map in Miro in different phases of the lesson, e.g.: in the *introductory phase* – introduce the lesson topic by recalling knowledge related to the topic, referring to the previous topic/chapter by reviewing, repeating, and consolidating the knowledge learned. In the *main phase* – discuss on the notes that complement and extend the knowledge and that follows the phase of working with the book, source materials, or the teacher’s oral lecture, focus on team problem solving and develop a form of cross-range exercises to provide support for communication exercises.

Miro can be used and implemented in a HE classroom setting also to use Ishikawa Diagram:

– **Using Miro to Create an Ishikawa Diagrams:**

Ishikawa Diagrams (also known as Fishbone Diagrams) help to identify possible causes for an effect or problem. Can be used in class to answer the following questions that often arise in troubleshooting: What are the potential causes of the problem? What category of process inputs is the greatest source of variation in the output of the process? HE teacher



can use the Ishikawa Diagram in class for problems where several

causes are suspected or where we are unable to identify a potential cause at all. The Ishikawa Diagram can also be applied to everyday problems or disputes in class. It helps to focus attention on the problem rather than on personal comments or personal skirmishes.

- **Collect Data after Tool Implementation**




- **General Overview:** Once the implementation of Miro tool is clear, they can consider evaluating each department's positioning, resulting in collecting data (either via survey, focus groups, or interviews) to understand the outcomes of implementing Miro.
- **Classroom Activity:** Once all the groups in the classroom have presented their findings related to their chosen organisation, the teacher can collate the main points presented by each group, either by creating a self-constructed questionnaire or merely extract main points from their presentation of the tool.

- **Analyse the Data and Reflect on the Outcome**

- **General Overview:** Check with the students what features they have explored in Miro and what they like the most to work on, to gain more skills with this Tool. You can have a rating session and eventually create a top 3 or top 5 of the Miro features, which you could explore with your students deeper. Thus, they will have the most benefit of this tool.
- **Classroom Activity:** Let your students form groups based on one the Miro's feature's top 3 or top 5 and ask them to prepare a presentation about that feature with some examples. Thus, they will already learn everything about the feature of their preference and will be able to experiment with it already for the examples. By seeing the presentations of other groups, the students will get to learn the use the other Miro's features preferred by the students.

- **Examples of Organisations using Miro Tool**

Real-life examples should ideally drive every concept. Here are some of the examples of big corporate giants:

Cisco - Miro is used to customise project templates and uses full flexibility to create any board ( <a href="#">Link</a> )	
Skyscanner a metasearch engine and travel agency (Edinburgh, Scotland) uses Miro to work across multiple sites around the world. Usage of Miro improved their productivity ( <a href="#">Link</a> )	
SapientNitro (Australia) - Miro, enables multiple designers to collaborate on the same ideas at the same time. It is also used to discuss projects within a broad, cross-functional team that spans the entire organisation ( <a href="#">Link</a> )	

**Table 16:** Examples on the Use of Miro Tool

- ***Additional Examples on the Use of Miro Tool***

Following are specific resources to understand Miro in a classroom setting in more detail e.g., relevant articles.

- Articles:

- What is Miro and How to Use Miro for Virtual Collaboration – [Link](#)
- Miro Visual Collaboration Tool for Startups and Teams – [Link](#)
- Google Meet getting another whiteboarding option with third-party ‘Miro’ tool – [Link](#)

- ***Links to General Learning Resources:***

Following are general resources to understand Miro in more detail e.g., links to YouTube video clips.

- YouTube Videos:

- Getting Started with Miro – [Link](#)
- Miro Whiteboard - Participants Quick Start Guide – [Link](#)
- An Overview of Miro - Our Favourite Tool for Remote Collaboration | RealTimeBoard Miro Review – [Link](#)