



# Community 1:

## Introduction to Aliveworld Communities

Aliveworld is an exciting new online environment that offers a set of tools and ways to help individuals make positive changes in their lives, and share those changes with like-minded others. This document focuses on Aliveworld Communities. Firstly however it's useful to consider briefly the relationship between Communities and two other tools: Aliveguides (Guides) and Forums.

### Communities, Aliveguides and Forums

A Community is one of the key organizing elements in Aliveworld, an online environment that is set up by Aliveworld on behalf of a Publisher or Partner. The purpose of a Community is to be a "container" for many people to share their change journeys with one another, around a common theme. This theme can be focused around a specific Aliveguide, or it can be more general.

There are several mechanisms for members to share their change journey, both privately and publicly. The public methods include Blogs and Forums. Each Community publishes a blog for members of that Community that offers new insights and commentary from the Community Organizer. In addition, members may share posts from their own personal blogs with the Community.

Likewise, within a community, a Community Organizer can set up multiple forums that can only be accessed within that Community, on topics that range over and around the area of change on which the Community is focused. These forums are called Member Forums.

Anyone who has purchased an Aliveguide will also have access to a Guide Forum specific to that Guide. There is only one Guide Forum for an Aliveguide, and discussion links built into the Aliveguide take the user to various threads in that forum. Guide Forums are usually moderated by the Guide Publisher or someone the Publisher assigns to that role. There are a number of places in Aliveworld from which the Guide Forum can be accessed, including through the Aliveguide, from the user's Change Project page or Guide page in My Aliveworld. Guide Forums also show up in the list of Member Forums in any Community with which that Guide is associated. However, it will only be accessible to Community members who have purchased the Guide.

Figure 1 below shows how these Forums, Guides and Communities relate to one another.

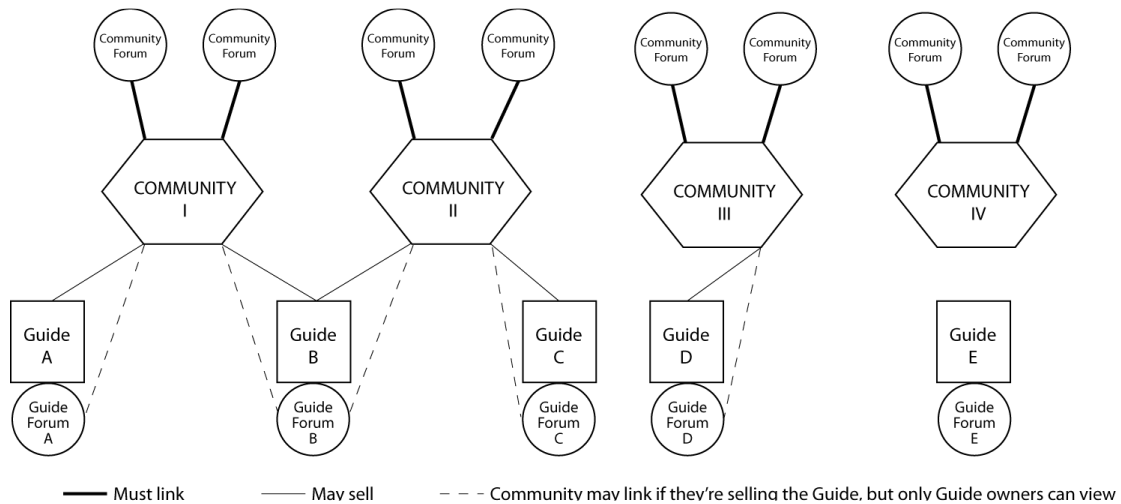


Figure 1: Aliveguides, Forums and Communities

## Community features

When you set up a Community you can choose to make it open to all members of Aliveworld, open only to members who have purchased an Aliveguide, or private, with access only by permission. Communities are run by a Community Organizer (CO) who is responsible for all aspects of organizing and maintaining the Community.

Communities have many features in them for Aliveworld users to take advantage of. These features are accessible from the Community home page. Note that some of the features are only accessible once you have joined the Community.



Figure 2: Aliveworld Community home page – members view

## Welcome

The Welcome tab shows a brief description of the Community, who the host and helpers are, a list of popular tags showing the subjects of most interest to members in the Community, and a submenu of additional tabs:

- Our Treasure - lists popular blog posts of Community members.
- Host's Picks - lists resources that the Community Organizer recommends.
- Aliveguides - ranks from the top down Aliveguides that are popular among Community members.
- Conversations - lists Community Forum threads that are currently the most popular among Community members.
- People - lists the Community members.

## What's New

On the What's New tab you'll find a list of the latest ten Treasure items from the Community members, and the latest news from the Community Organizer, in the form of a series of Blog posts. These are listed in chronological order from newest to oldest.

## Member Blogs

This tab lists blog postings that Community members have selected to share with the Community

## Member Forums

The Member Forums tab lists all of the Forums in the Community that are available for viewing by the member. Note that Communities may have Forums which are private and not available to a Community member unless specifically allowed by the Community Organizer. Private Forums will not show up for non-members.

## Roles in a Community

There are five basic roles in a Community:

1. **Community Organizer (CO)**  
The Community Organizer is in charge of the day-to-day running of the Community, including technical aspects. The CO keeps the Community Blog current, chooses which resources to highlight for Community Members, and generally keeps the Community focused and enthusiastic on creating positive change.
2. **Community Organizer Assistant (COA)**  
The role of the COA is to assist the CO in all of the tasks of keeping the Community running smoothly. The COA has fewer privileges than the CO, but it is an important role that should only be given to responsible individuals.
3. **Host**  
The Host is typically the “thought leader” behind the Community and may be the author of the main Guides associated with it. The most successful Communities are typically those with an active Host, who writes blog postings on a regular basis and interacts with Community Members through the Forums. It may be that the Host delegates these activities to the CO or a COA operating in their name and takes a hands-off approach. In some Communities, the Host and CO may be the same person.
4. **Helper**  
A Helper is an informal role in a Community. Helpers emerge from the Community membership in the form of committed and interested members who choose to assist other members in the Community, either through technical advice or other kinds of assistance.
5. **Community Member**  
Community Members are the life blood of a Community. They typically have purchased one or more Aliveworlds and are utilizing the Community to help them make the changes that the Guides are promoting by enabling them to share their process with others.

## **Managing a Community**

Once a Community is set up and running, the CO has many management responsibilities, including the following (which can be spread over multiple people and roles):

- Enlisting the aid of a COA to help with managing the Community

- Enlisting the help of the Host (if there is one) to write a regular Blog entry keeping Community Members up to date on the more “content-related” aspects of the Community and/or Aliveguide
- Following the discussion threads in the Forums to ensure they are appropriate to make sure that users receive appropriate attention (i.e. help, feedback, etc.)
- Keeping an eye out for helpful and useful posts to keep the Host Picks section current – from material both inside the Community as well as from elsewhere in Aliveworld
- Welcoming new Community Members and encouraging them to read and post to Forums
- Administrating and moderating any additional Forums (including the Reporting Forum where problems are reported), Forum Groups, images, articles, ranks, permissions and other Community resources as needed
- Ensuring that all Community Members follow the Community Guidelines, and providing appropriate feedback and response to those who do not follow the Guidelines
- Keeping track of Aliveguides (and other items) which are sold through the Community
- Providing leadership in the Community to ensure it remains vibrant and healthy, and serves its Members, including sending periodic emails to Community Members keeping them abreast of what’s new and exciting in the Community

## Getting help with your Community

You can get help and support from Aliveworld’s Community Services Team to set up your Community and keep it running smoothly. This can be via the Partner Community in Aliveworld, or directly from our team. Contact [community@aliveworld.com](mailto:community@aliveworld.com) for help, and you’ll be directed to the most appropriate source of support. Some initial help is available to all COs for free; additional intensive help can be contracted for on a negotiated fee basis.