

SKILLS FOR SUCCESS - COLLABORATION

FEBRUARY 26, 12:00 - 4:00 PM EST

Brainstorming Activity: When Collaboration Is Needed

What are some situations where collaboration might be beneficial?	Level of collaboration required


Breakout Activity: Overcoming Organizational Barriers to Collaboration

What organizational structures get in the way?	How could you overcome these barriers?
The lack of structures to support collab	
Resistance to change	
Egos - possessiveness - power struggles,	
Decisions made in isolation and too quickly	
Lack of understanding of impact to other groups	Consider all stakeholders who may be impacted
Bureaucracy, silos	
Budget limitations	
Inconsistent participation in working groups	Share the opportunity to be part of working groups and don't overburden a few people
Lack of expertise	
Rapid-paced Organizational Changes	Embrace change management. Be prepared to share information quickly and efficiently. Ensure goals are aligned.
Siloed processes, divided by departments (physically distanced, steps/tasks are separate, they don't connect on a regular basis)	
Toxic team behaviour - must be managed swiftly to reduce impact on the team	
Collaboration is a buzzword, org doesn't understand how to define and support collaboration. Siloing due to lack of communication. Teams uncomfortable giving up control during collaboration.	Training and conversation about the expectation for collaboration. Outline what it means to collaborate for the teams (RACI chart). Recognize good examples of collaboration within the org. Create opportunities to network, start small to build trust between teams
Heavy workload and people don't have time	

What organizational structures get in the way?	How could you overcome these barriers?
<p>Assuming everyone knows how to collaborate, or understands what that is. (Group dynamics - how to connect, processes to support dynamics of a team) We make assumptions that everyone has the same understanding</p>	

Breakout Activity: Collaboration Learning Interventions and Supports

- Engage in trust building behaviours
- Adhere to social and organizational rules. For example: be on time
- Encourage supportive and cooperative behaviours, language, attitudes, and approach
- Assess strengths and weaknesses of yourself and others



Work well
with other
people

- Design a specific learning activity you would use to develop individuals
- Identify what other support is needed by :
 - Managers
 - Leaders
 - Organization

Individual

1. Microlearning (video, elearning, article, in person, bite sized learning - based on your org) to set expectations and rules for interaction.

Activity1: Egg Drop / Scrambled Eggs.

This exercise is designed to involve participants in a number of issues such as problem solving, team building, teamwork and customer service skills.

Purpose: To allow participants to identify some strategies in customer service and practice some problem solving techniques

Time: 45-60 mins

Materials:

- Raw or boiled egg for each small group, plus a few addition eggs
- Small roll of tape for each group
- 10 drinking straws for each group
- 3 elastic bands for each group
- A pair of scissors for each group
- A letter size sheet of paper for each group
- A set of coloured markers for each group
- Tarp

Distribute material unevenly among the groups. – This forces them to work together

Instructions:

1. Break participants into small groups.
2. Tell the groups that they represent companies that produce spacecrafts. These companies will be competing for a lucrative contract to construct a particular type of craft for the next decade.
3. Each group has the task of designing, constructing and evaluating a spacecraft suitable for the transport of raw eggs. They will have 45 minutes to design and construct their Egg Transportation Device (ETD) using the material supplied.
4. Explain to the groups that at the end of the construction phase there will be an evaluation. The ETDs are to be tossed into the air and must land freely on a tarp. The egg must not break during this 'test flight'. Should the egg break during the flight the company will be sued for damages.
5. The teams who pass the test flight should now vote on the best design. The winning team should be given an award.
6. When the evaluation phase is completed a discussion may be led into problem-solving strategies, teamwork, customer service skills, etc.

Debrief Questions:

1. Which groups passed the evaluation criteria?
2. Were there any problems? How were they broken down? Who did what?
3. Did any group decide to create a joint venture with another group? Why or why not?
4. What was assumed by the groups?
5. Did any group ask the customer for more specific details such as the required colour, company logos, and the like? Why? Why not?
6. Did any group get the customer involved in the process? Why? Why not?

Source: "103 Additional Training Games" by Gary Kroehnert

Managers	Set clear instructions and expectations Define individual and team responsibilities and roles Communicate collaboration norms and decision-making processes.
Leaders	Maintain an open-door policy and actively check in with your team. Be transparent about changes Adapt communication style to team Recognition Model the behaviour
Org	Make it part of the Culture

- Understand that people from different cultures, backgrounds, and abilities can have different customs, values, and ways of thinking and acting
- Acknowledge and accept differences among people
- Respond without judging
- Adapt to different styles of interaction when possible and appropriate

Value
diversity and
inclusivity of
others

- Design a specific learning activity you would use to develop individuals
- Identify what other support is needed by :
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 - Organization

Individual	<p>First Impressions</p> <p>First impressions are not always a good representation of a person, and the activity “First Impressions” looks to highlight that issue. This activity should take about 15 minutes but could be longer with larger groups. You’ll need note cards or post-its and either pens, pencils, or markers.</p> <p>Once everyone has materials, have everyone arrange into a circle. Participants will then write an interesting fact about themselves, history, or background that most people don’t know. Then, everyone folds their card and places it in the middle. The group leader opens the cards and reads them one at a time. The group then guesses, and the writer reveals themselves.</p> <p>Upon completing the activity, you can debrief your group about why we associate certain traits with certain people.</p> <p>Best Diversity Icebreakers to Try at Work</p>
Managers	<p>Managers set the context before the activity, provide the “why” to this activity and set ground rules (such as being respectful of others, etc.) of the activity.</p> <p>Share stories and experiences of where the managers felt that they were being included/excluded.</p>
Leaders	<p>Ensure that the senior leadership team is representative of a diverse organization.</p>

Org

Ensure that the code of conduct contains guidelines around respect at the workplace and psychological safety.

- Engage in productive discussions
- Anticipate and address interpersonal barriers
- Discuss, negotiate, and resolve difficult interactions in a sensitive and helpful manner

Manage
difficult
interactions
with other
people

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Individual	<p>Being aware of emotions, expressions. Use Kahoot, with images pple try to interpret the images. -Objective trying to be aware of the other person being empathetic.</p> <p>Create good, safe behaviours</p>
Managers	<p>Create ground rules - psychological safety</p> <p>Manage group dynamics</p> <p>Encourage participation.</p> <p>Present the activity/scenario/role reversal/provide debrief</p> <p>Know when to step in during difficult interactions</p> <p>Allow for sharing of perspectives</p> <p>Provide strategies for coming to a resolution</p>
Leaders	<p>Give us time, space, and budget to do this (resources)</p> <p>Bring in subject matter experts</p> <p>Coaching. Recognize teams/managers who demonstrated</p> <p>Provide skill training - effective listening, empathy /understanding a different perspective</p> <p>Look for solutions</p>
Org	<p>Regular training</p> <p>Cultural shift</p> <p>Recognizing team improvement after an intervention takes place (pizza party/ badge)</p>

- Acknowledge roles of yourself and others
- Understand and adapt to needs, strengths, and weaknesses of others
- Support others through coaching, mentoring, and motivating

Facilitate an environment where you can collaborate with others

- Design a specific learning activity you would use to develop individuals
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Individual	<p>Work activity would be something along the lines of a clue/ mystery whodunnit game. This would bring an entire dept or maybe organization together to collaborate and work on solving the mystery. This game would lead to people having different roles to help solve the mystery. Clues /riddles would be provided which would allow for different individuals strengths to shine. It would also hopefully promote support of others as they work towards solving the mystery. There would be a group discussion post activity to have an open discussion on how collaboration helped with solving or hopefully solving the mystery. 😊 Following everything a debrief would be completed with some additional training material from the session. This would be created by the L&D dept.</p>
Managers	<p>They could facilitate and provide some overview of expectations. Remind everyone it is a safe space. Encourage people to talk and work with each other.</p>
Leaders	<p>Provide support to the mgmt team.</p>
Org	<p>Reward the collaboration and make sure that leadership/mgmt is onboard and have what they need to make this work.</p>

- Take responsibility to make contributions and complete tasks
- Consult and share with others when needed and appropriate
- Ensure opportunities for others to contribute
- Assess and mitigate risks and manage resources. For example: via system thinking

Achieve a
common
goal with
others

- Design a specific learning activity you would use to develop individuals
- Identify what other support is needed by :
 - Managers → Foster open communication
 - Leaders → Present similar ideas viewed through a different lens
 - Organization → Share org goals

Emphasis on EFFECTIVE COMMUNICATION, COLLABORATION, SHARING DIFFERENT PERSPECTIVES

ACTIVITY : Brainstorming activity to identify and raise awareness on an organizational goal

Objective: Align different perspectives on a common goal so that everyone is on the same page


How we will achieve this objective:

- Brainstorming session to identify and prioritize a common goal for our organization (analysis) (ALL)
- Choose a common goal (ALL)
- Discuss the meaning of that common goal and ensure everyone understands (LEVEL SPECIFIC)
- Develop a strategy on how to achieve it. (LEVEL SPECIFIC)
- Break out rooms for each level (LEVEL SPECIFIC)
- Return as regroup: What does that goal look like at the different levels (ALL)
- Need a facilitator (translator) to bring together perspectives from different lenses
- Get everyone on the same page. Looks different from each perspective. How to calibrate that goal to work together.
- Executive goal > how to apply to external facing
- Corporate business plan > cascade in everything that we do.

Individual	<ul style="list-style-type: none">- Brainstorm- Share ideas
Managers	-
Leaders	
Org	

Donna and Karon

- Reflect on team performance
- Make constructive suggestions for improvement
- Use feedback constructively



Reflect and
improve on
teamwork

- Design a specific learning activity you would use to develop individuals
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Individual	<p>Yes and ...</p> <p>Learning Activity:</p> <ol style="list-style-type: none"> 1) Gather together and each participant will be given sticky notes and a pen. 2) Participants volunteer to share a challenge they are facing. 3) Participants will frame their agreement/understanding on their sticky note and post it on the “yes column” on the wall. 4) Participants will add additional comments to a separate sticky note and stick it in the “and column” on the wall. 5) Participants will review the sticky notes on the wall. 6) Participants will then complete an open group discussion and reflect/summarize key themes that stood out to them. 7) Participants will formulate some solutions. 8) The participant who shared their challenge will select the best solution and discuss how and why they will apply it.
Managers	<p>Buy-in</p> <p>Protect participants' time so they can attend this training and complete the activity.</p> <p>Communication</p>
Leaders	<p>Buy-in</p> <p>Providing/approving budget to facilitate this activity.</p> <p>Promote a learning culture that supports continuous improvement through collaboration and constructive feedback.</p>
Org	<p>Foster a learning culture that ties into the strategic goals and mission.</p>

[The Feedback Triggers: Why Some People Respond Negatively to Feedback — The Leadership Laboratory](#)