



# Effective Collaboration

25<sup>th</sup> November 2015

*“Those who have learned to collaborate and improvise most effectively have prevailed”...Charles Darwin*





Effective collaboration is about maximizing time, talent and tools to create value. The old way was the pass-along approach. I do my job and then pass along my work product to you. You do your piece of it and pass it along to somebody else.

— *Evan Rosen* —

**AZ QUOTES**



# Objectives

- Take time out for your own development.
- Align behaviour to desired culture of collaboration.
- Understand differences between behavioural styles and how relationships, collaboration and workplaces are affected.
- Understand DiSC<sup>®</sup> behavioural styles.
- Develop knowledge to enhance collaboration including communication, managing time and tasks, and conflict resolution.
- Improve the quality of workplace relationships.







# Collaboration Concepts & Reality





# Collaboration

- ‘The action of working with someone to produce something’ - *Oxford Dictionary*
- ‘To work jointly with others or together especially in an intellectual endeavor’ – *Merriam-Webster Dictionary*

Q. What are the stand-out elements?





# Activity - Personal Action Plan

- What works well for you?
- What is the most frustrating thing about collaborating with others?
- What are your personal pressures?





# Behavioural Styles







# Behavioural Styles



- DiSC<sup>®</sup> behaviour profile
- William Moulton Marston (1928)
- Psychologist who studied behaviour
- Determined we all have a behavioural style measured by personal attributes and personality
- Four DiSC<sup>®</sup> styles:
  - Dominance
  - Influence
  - Steadiness
  - Compliance





# Strategies to Increase Effectiveness





# Increasing Effectiveness

- Communication
- Managing time and tasks with others
- Negotiating ideas and resolving conflict
  
- Cross disciplinary collaboration: viewing one discipline from the perspective of another.
- Interdisciplinary collaboration: integrating knowledge and methods from two or more different disciplines, using a real synthesis of approaches.



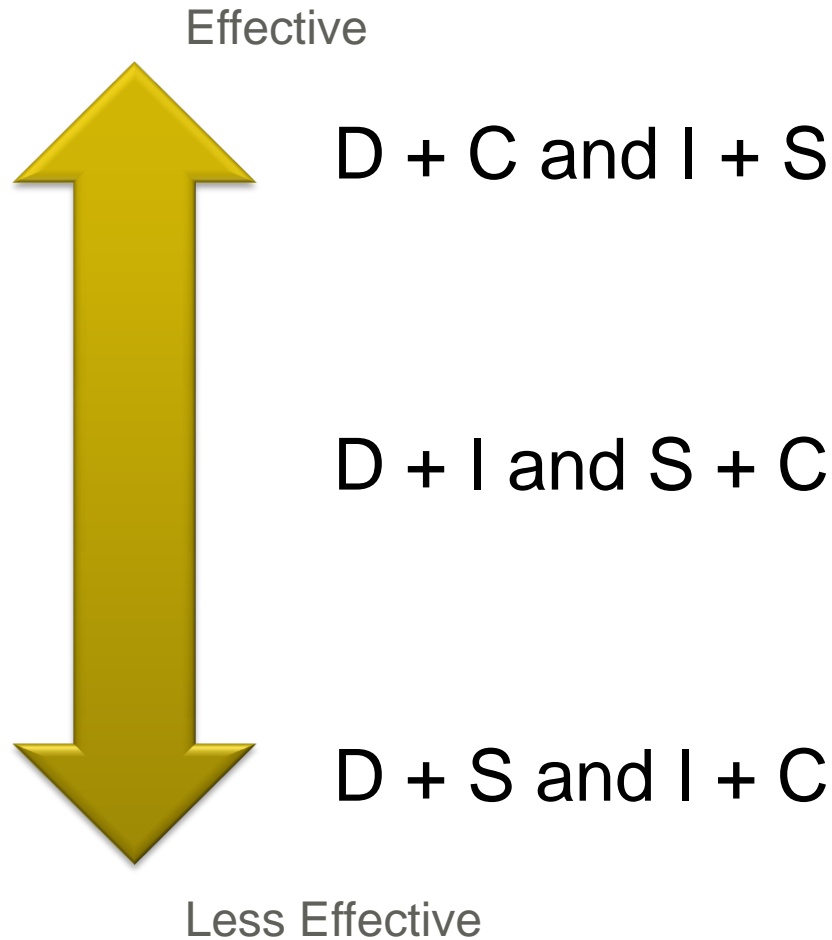


# Communication





# Collaborating Effectively



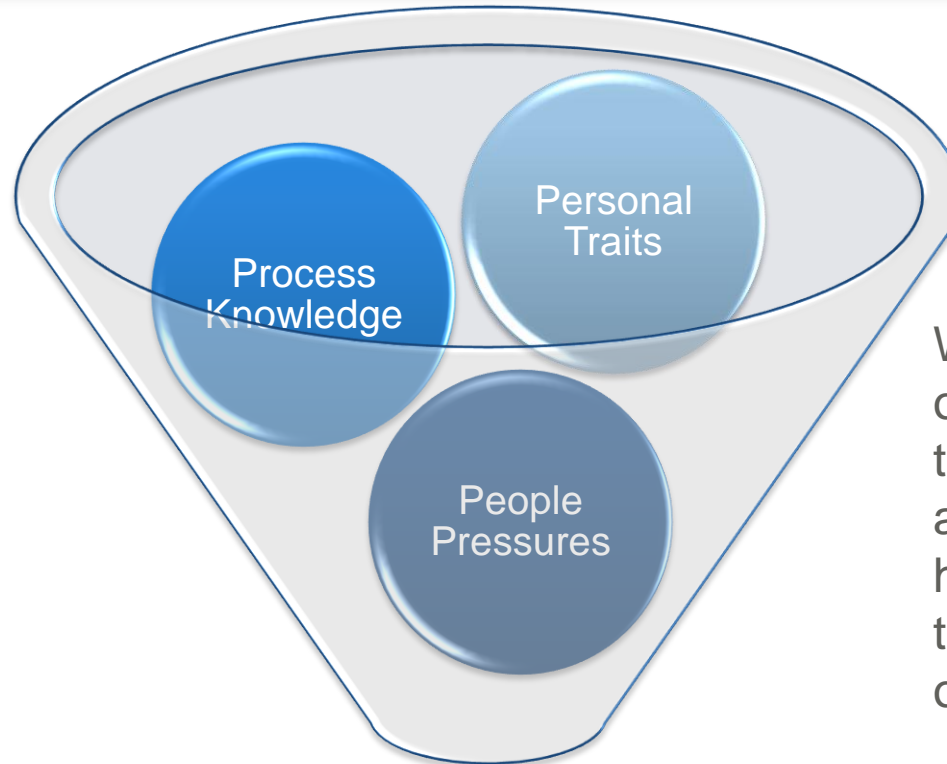


# Managing Time & Tasks With Others





# Time Managements' 3 Ps



What impact do other people and their behaviours and/or practices have on your ability to manage your own time?



Build Time Management Skills





# Time & Tasks Survey Results







# Survey Results

- **Agree/Strongly Agree**

- I set time aside to plan and schedule my tasks.
- I use a system/s for organising and planning my work.
- I plan for contingency time within my projects and/or schedule to deal with unexpected events.
- I know how to determine whether tasks I work on are low, medium or high priority.
- The tasks I choose to work on have the highest priority.
- I review my tasks on a daily basis and re-prioritise if required.
- I am aware of the personal habits I have that keep me from using my time well.
- I use effective techniques for saying 'no' to people who waste my time excessively.
- I get stressed with the challenges of managing my projects and/or time.
- I tend to seek 'quality' work, and not 'perfection'.
- I delegate tasks effectively when possible and necessary.
- My work space/area is clean and clear of clutter.





# Survey Results

- Disagree/Strongly Disagree
  - I set task priorities according to their importance, not their urgency.
  - I keep track of the time I spend on each task.
  - I usually complete tasks at the last minute or ask for an extension of the due date.
  - I find that managing my tasks and time well is adversely affected due to interruptions from other people.
  - Meetings with other individuals and/or teams/groups take up my valuable time.





# Urgency/Importance Matrix

QUADRANT OF NECESSITY	QUADRANT OF EFFECTIVENESS
<b><u>Do</u></b> Crises Emergency meetings Last-minute deadline Pressing Problems Unforeseen events	<b><u>Diary</u></b> Proactive work Important goals Creative thinking Planning and prevention Relationship building
QUADRANT OF DISTRACTION	QUADRANT OF WASTE
<b><u>Delegate</u></b> Interruptions Unimportant phone calls, emails Some reports Some meetings Other's minor issues	<b><u>Dump</u></b> Trivia Excessive internet/social media 'escape' activities Time wasters Gossip

Source: The seven habits of highly effective people - Stephen Covey

Which quadrant is most appealing?

Where do you spend most of your time and why?





# It's a Frame of Mind

- Plan for 4-5 hours of real work per day.
- More hours doesn't mean more productivity - does starting early or staying late fix the issue?
- It's normal to have days where you can't work and days where you work 10-12 hours - embrace the go-zone 😊
- Get it right not perfect - don't get stifled and take that break.





# It's a Frame of Mind

- Procrastinate between intense sprints of work - relax with social time, LinkedIn, Facebook.
- Break up your BHAG into 20 mile marches - *Jim Collins*.
- Know what is urgent and important.
- If someone can do it 80% as good as you - delegate it.





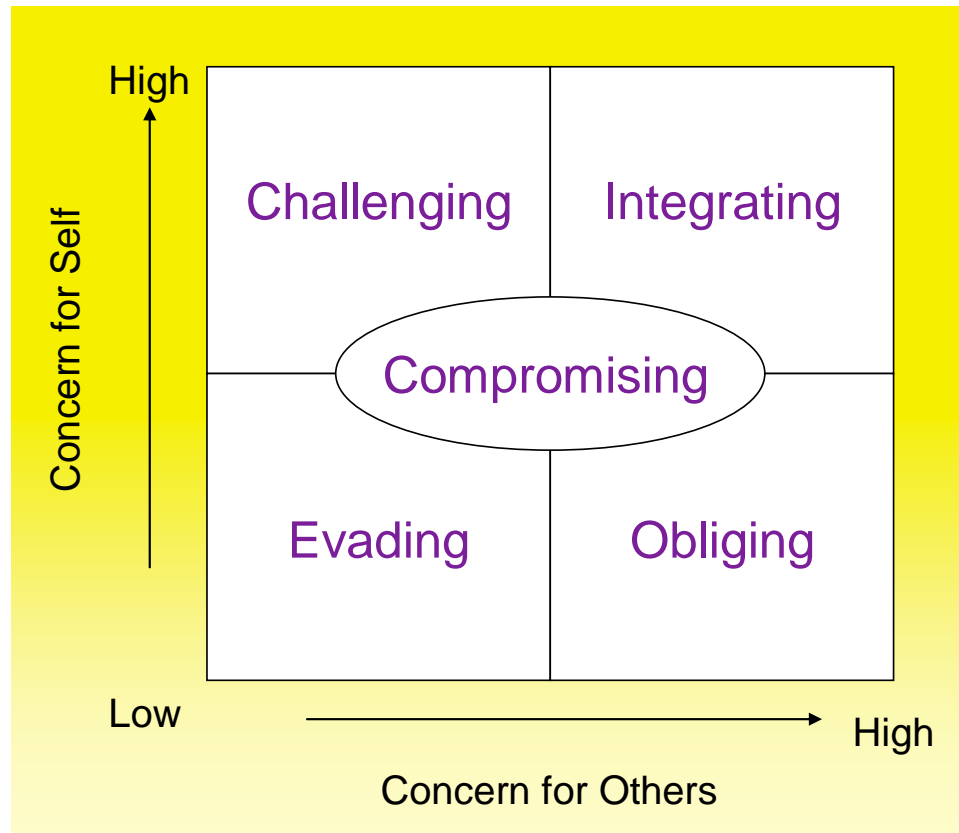
# Negotiating Ideas and Resolving Conflict





# Interpersonal Negotiation and Conflict

- Let's negotiate what the best day of the week is?



Source: Thomas-Kilmann Conflict Management Styles





# Evading/Avoiding

- Results in a lose-lose situation.
- All parties ignore the conflict issues in the hope that they will go away.







# Challenging/Forcing

- Frequently leads to a clear winner and a loser.
- Often used through force, domination or superior skill.
- Used when the issue is more important than the relationship.
- Rarely appropriate in resolving conflict with a customer.





# Obliging/Yielding

- Involves playing down the real issues at hand and plays up the similarities between the parties in the hope of smoothing things over.
- One party gives in to the conflict to satisfy the other.





# Problem Solving/Collaborating

- Most effective and direct approach for achieving win-win.
- Uses problem-solving techniques to meet the expectations of each party to the conflict.





# Compromising

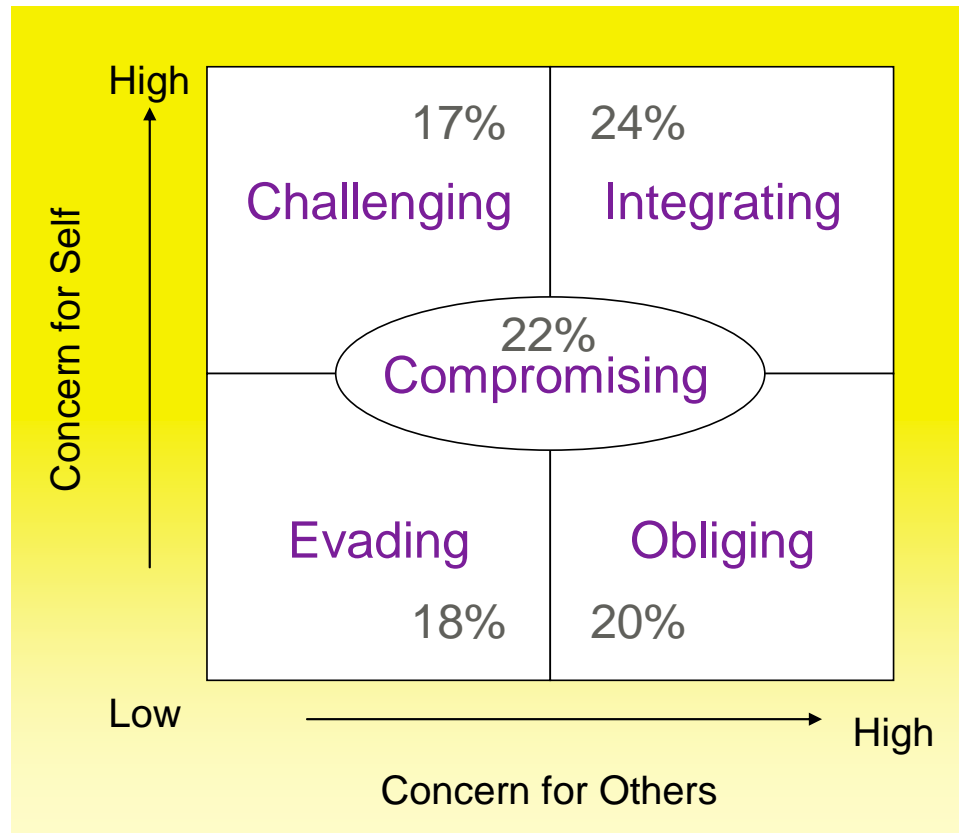
- Attempt to find a middle ground between the conflicting parties.
- Requires each party to give up something they value to resolve the conflict.





# Survey Results

- Let's negotiate what the best day of the week is?

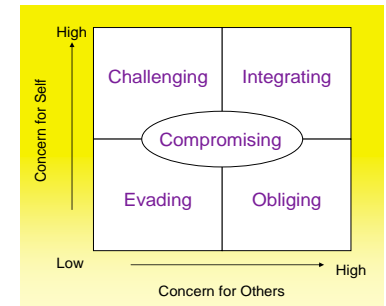




# Summary



- It makes sense
- Be aware of your behavioural style – DiSC
- Urgency/Important matrix
- Interpersonal negotiation and conflict
- What did you learn and how will you apply it?



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Source: The seven habits of highly effective people - Stephen Covey





# What's Next?

- Post workshop complimentary guidance:
  - m. 0425 734 680
  - e. [tammy@grangehrconsulting.com.au](mailto:tammy@grangehrconsulting.com.au)
  - w. [grangehrconsulting.com.au](http://grangehrconsulting.com.au)
  - LinkedIn
  
- Feedback form





# What's Next?

- Embrace the tools
- Take action

