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# DEVELOPING EFFECTIVE COLLABORATIONS: LEARNING TO DO MORE WITH LESS

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# Purpose



- Learn about the critical factors that contribute to the successful collaborations.
- Learn about innovative techniques to maintain and improve current operations.
- Learn how to better understand the context in which collaborations take place.



# New Challenges



- **Today's representation of public servants:**
  - ▣ Federal government services are too politicized.
  - ▣ The Federal workforce is too large.
  - ▣ The Federal workforce lacks critical skills.
  - ▣ The Federal workforce lacks professionalism.



# How does our Federal Workforce Feel?



- ❑ Demoralized
- ❑ Underutilized skills
- ❑ Overworked



# Leadership Challenges



- ❑ Frustrated with political interference
- ❑ Readjusting to a new institutional environment
- ❑ Difficulty in identifying key operational segments
- ❑ Cross-leveling of resources
- ❑ Developing a culture of recognition
- ❑ One size fits all! BPR
- ❑ Need for information for sound decision making

# Develop New Business Strategy



- Create a new strategy or shift current strategy to comply with new business and environmental trends.
  
- Identify business strengths
  - ▣ Core business
  - ▣ Small business
  - ▣ Other business



# Assess Operational Needs



- Define Task Excellence
- Connect staff with “New Vision”
- Give your employees a voice
- Promote employee engagement



# Manage Your Talent



- Identify Talent
  - ▣ Know your staff
  - ▣ Hiring freeze
  
- Develop skills inventory
  
- Introduce new skills via experts
  
- Create a relationship between “*Talented Staff*” and “*Excellence in Tasks*”





# The Meeting of Minds

- Unclear goals
  - ▣ Scope, authority, and responsibility
  - ▣ Ineffective metrics
- Lack of clarity in roles & responsibilities
- Challenging resources alignment
- Too much emphasis on “blame”
- Lack of stakeholders engagement



# The Collaboration Life Cycle



# Establish Goals



- Strategy management
- Communication plan
- Prioritize
- Document all agreements
- Clearly define the “Scope”



# Assess



- Evaluate
- Score
- Monitor
- Actively manage
- Develop a culture of recognition



# Report



- Results with clarity
  - ▣ Completeness
  - ▣ Accuracy
  - ▣ Timeliness
  
- Hold people accountable
  
- Identify areas for future consideration
  
- Share lessons learned

# Measuring Success



- Faster
- Cheaper
- Better
- In compliance

Be Better.

**Be Better.**

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Be Better.

**Be Better.**

# Keep in Mind



Efficiency



Effectiveness



Compliance

# Growing Business Trends



- Big Data
- Social Media
- New metrics- qualitative research
- Cost-Benefit Analysis
- Innovation



# Closing Remarks



## Citing our VP Al Gore:

*“The people who work in the federal government know better than anyone else what is wrong and how to fix it, Workers know, they understand the problems better than managers do. The people who are closest to what needs to be fixed know best how to fix it. Now, the problem is, they have learned through many years of experience that somebody who sticks his neck out might get his head chopped off,” the former veep said, referring to government’s traditional aversion to “risk-taking and risk-takers.”*

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