Building the Collaboration Mindset

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Outline

This workshop will:

- Identify challenges of collaboration in the business market
- Discuss the framework of collaboration
- Understand the power of relationships by building trust
- Recognize the five characteristics of collaborative leaders
Collaboration Process Lifecycle

- Collaboration Challenges
- Collaboration Mindset Framework
- Power of relationship for building trust
- Characteristics of collaborative leaders
Collaboration Process Lifecycle

- Collaboration Challenges
- Collaboration Mindset Framework
- Power of relationship for building trust
- Characteristics of collaborative leaders
Identify Collaboration Challenges
Collaboration Challenges

- Goals
- Agenda
- Schedule
- Time
- Technology
- Human Resources
- Communication
- Cultures
Identify Collaboration Challenges on

*Individual Society vs. Collaborative Society*
Collaboration Challenges

Individual Societies
- Identify who is responsible
- Be independent
- Speak your mind
- Look for yourself

Collectivist Societies
- Identify the group as responsible
- Be interdependent
- Maintain harmony
- Take care of the group

Source: Leading across boundaries by Linden (2007).
Collaboration Process Lifecycle

- Collaboration Challenges
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What type of personalities did you need on your team?
Identify People

Collaborators come in all different shapes and sizes. We’ve identified the top nine types of collaborators that typically exist within an organization. Ranging from early adopters to social butterflies to the begrudging skeptics, we’re sure you’ll recognize more than a couple of the characters below.

**The Ringleader**
The Ringleader is anything but a bystander. They are the voice of reason, the idea person who helps get other team members on board. The Ringleader is a big-picture person who helps communicate the big vision and add substance to discussions and files. Their creative energy seeps into and influences teams across all departments.

**The Expert**
The Expert is the go-to person for questions about collaboration technology and best practices in your organization. The Expert looks beyond the normal life-sharing and project management capabilities of a collaboration solution and finds interesting and innovative ways to automate their work. An expert might leverage sophisticated workspaces, databases, and other advanced features. Borderline geek, Experts are always experimenting, sharing new ideas on the intranet, and custom coding to create the coolest looking workspaces on the block. Oh and they usually have the most interesting desk toys and gadgets.

**The Stealth Ninja**
A covert collaborator, the Stealth Ninja is the one who quietly moves from workspace to workspace, viewing other people’s work that piques their interest. Stealth Ninjas are usually the first to view a file, even if they’re not a part of the team. They stay out of commission until absolutely necessary with the only evidence of their presence an entry on the audit log.

**The Executive**
The Executive is usually a decision-maker in your company or department who has limited time, yet wants or needs to be involved at a high level. Speed, efficiency and convenience are of utmost importance to The Executive, who prefers to communicate feedback and final decisions via email rather than logging into a system. When The Executive doesn’t log in, the purpose is usually to take in the status of various projects as opposed to actively engaging or working on a project at a detailed level.

**The Socialite**
This type of collaborator was born to be social. Socialites are storytellers and connectors. Sharing project details and updates comes as second nature to Socialites because they are more than used to sharing on a regular basis via Facebook, Twitter, Google+, MySpace, LinkedIn, Tumblr …you get the point. The Socialite always has a newly updated status; helps carry on conversations and encourages others to engage. Socialites are great for easing those who are less accustomed to open communication into being more social.

**The Skeptic**
The Skeptic is a somewhat vocal opponent to collaboration. Skeptics can suffer from distrust because they deconstruction knowledge and communication when refusing to use the collaboration workspace. There is hope for Skeptics, though, as they can ultimately be won over if convinced that the WSM (What is it for me? Its just as high enough.

**The Taskmaster**
The Taskmaster may be on the OCD side or simply be organized to an extreme. No detail is too small, no action item goes unassigned and no audit log unread. The Taskmaster is operationally focused using collaboration tools only for reviews on project plans. The Taskmaster is the one you can expect to follow up with a task list of action items five minutes after your call ends (and you’re grateful for it).

**The Dinosaur**
The Dinosaur is the most tech-savvy person in the organization. A creator of habit and uncomfortable with new ways of doing things, The Dinosaur tends to stick to traditional methods of work. While The Expert might email managing projects by email, The Dinosaur might call or email a meeting to update status. The Dinosaur does not embrace a new tool without some encouragement, so it is extremely important that the collaboration solution be simple and intuitive.

**The Siloist**
The Siloist enjoys working alone and is reluctant to share only because he or she is not used to it. Siloists tend to be a bit distant from the workspaces they’re part of and tie to do most work online. Siloists are actually most at risk of losing files and work because they prefer not to share and backup regularly to the cloud - and they are also always the last to realize, if ever at all, that the Internet is down.

Source: http://www.bitrebels.com/
Identify which type of knowledge you shall include on your team.
Identify People

Key personnel

Represent the organization

Have expertise and knowledge about the organization

Bring external resources to the team

Reserve time to work with and on the team

Demonstrate strong interest in the issue

Source: Leading across boundaries by Linden (2007).
Identify at least three priorities that you shall address while setting your team.
Priorities to set a team

Set goals

Discuss ideas

Set priorities
How do these three priorities assist you while preparing your team?
Share common goal(s)

- Share space, staff, and information
- Distribute resources
- Increase coverage for service
- Identify new opportunities
- Connect for common solutions

Source: dreamstime.com
Discuss ideas and philosophies

- Invite trustee colleagues
- Schedule regular meetings
- Report regularly to the Champion
- Meet with subject matter experts
- Engage the social media and communicate accomplishments

Source: shutterstock.com
Prioritize Strategies

- Identify problem boundaries
- Evaluate opportunities and challenges
- Rank risks and probabilities
- Discuss scores of each potential solution

Source: www.core77.com/
Collaboration Process Lifecycle

Collaboration Challenges

Collaboration Mindset Framework

Power of relationship for building trust

Characteristics of collaborative leaders

Valentin (2014) Collaboration Mindset
It’s all about trust!

Source: Cohan (2007)
How can you build trust within your network?
Ways to build trust

- Share information
- Set aside time
- Model openness
- Offer help during crisis
- Make good commitments
- Build partnerships
- Take personal interests
- Engage in joint training
- Earn trust by sharing credits

Source: Leading across boundaries by Linden (2007).
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Valentin (2014)
Collaboration Mindset
Identify qualities that collaborative leaders shall demonstrate in an organization.
Qualities of collaborative leaders

- Achieve goal through collaboration
- Listen carefully to understand others
- Pursue for win-win to meet shared interested
- Think strategically by connecting large purposes
Collaborate leaders focused on...

- Listening
- Asking for inquiring
- Trying to meet all needs
- Create conditions for all

Sources: jelenkoblog.files.wordpress.com/
Collaborative leaders are ...  

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<tr>
<th>Traditional Leadership as a Role</th>
<th>Open Leadership as a Catalyst</th>
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<tr>
<td>Spends limited time thinking about how to be authentic and transparent.</td>
<td>Actively manages authenticity and transparency to form relationships.</td>
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<td>Sets a strategy and commands control through the leadership chain.</td>
<td>Sets a strategy and engages commitment with a common shared vision.</td>
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<tr>
<td>Uses communications to message the vision and strategy.</td>
<td>Uses networks to spread the vision and strategy.</td>
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<td>Believes leadership is a rare, precious trait.</td>
<td>Believes leadership potential resides in every person.</td>
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<td>Engages primarily in the executive suite.</td>
<td>Engages at all levels, outside as well as inside the organization.</td>
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<td>Develops trust with transactions.</td>
<td>Inspires trust with engagement.</td>
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<td>Controls information tightly for fear of leakage.</td>
<td>Develops a culture of trusted information sharing.</td>
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<tr>
<td>Writes rules for conformity and consistency.</td>
<td>Writes rules for risk taking.</td>
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Sources: www/amazon.com
Collaborative leaders deal with

Collaborative leaders are leaders who deal in reality – being real with themselves and others.

Source: Leading across boundaries by Linden (2007).
Summary

Valentin (2014)
Collaboration Mindset

- Recognize collaboration challenges
- Create collaboration mindset
- Build trust
- Self-confidence
- Collaborative leaders characteristics
- Embrace and focus
References

- Wilkinson, B. (2003). The Dream Giver, Multnomath, Oregon, USA