

Building the Collaboration Mindset



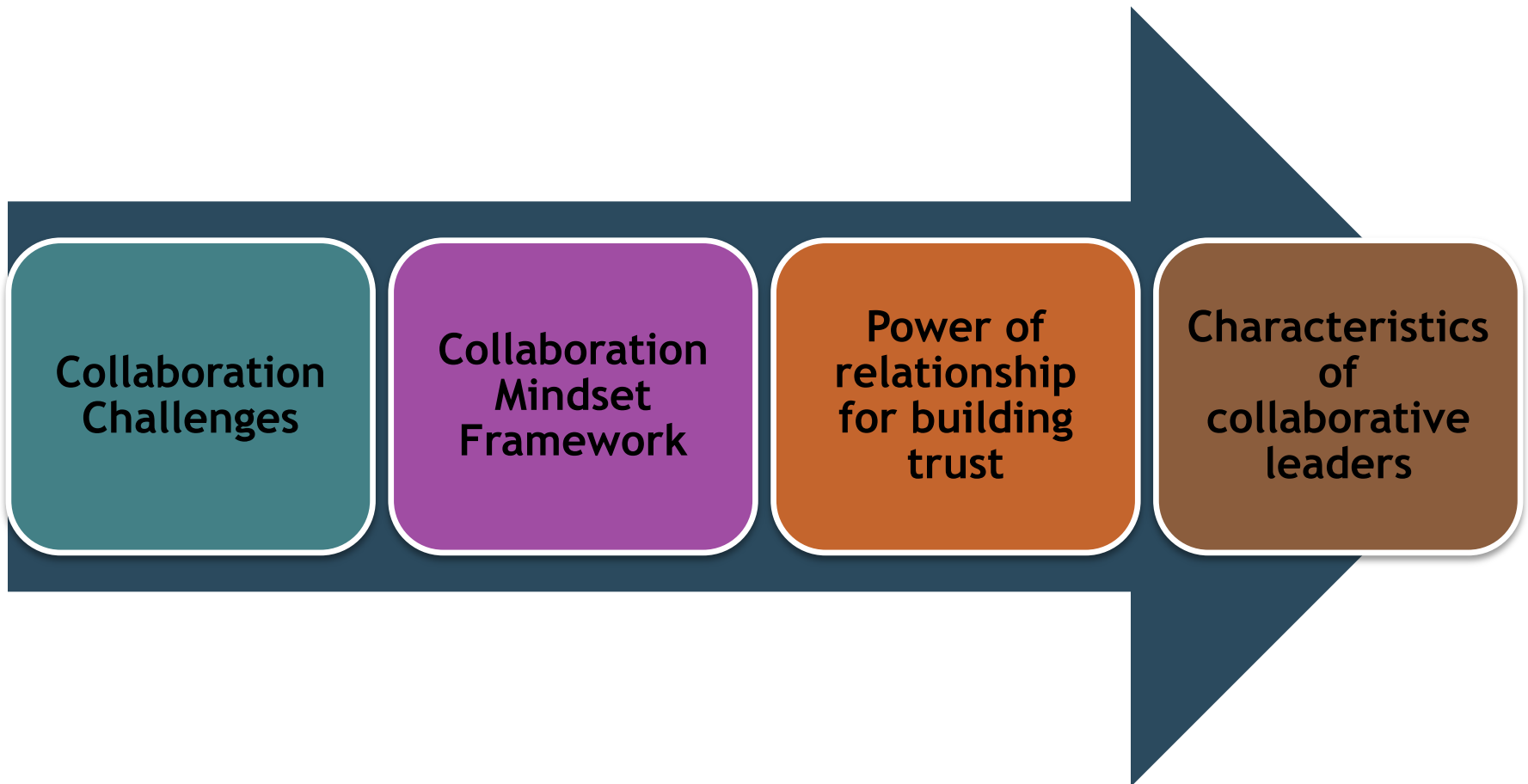
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Outline

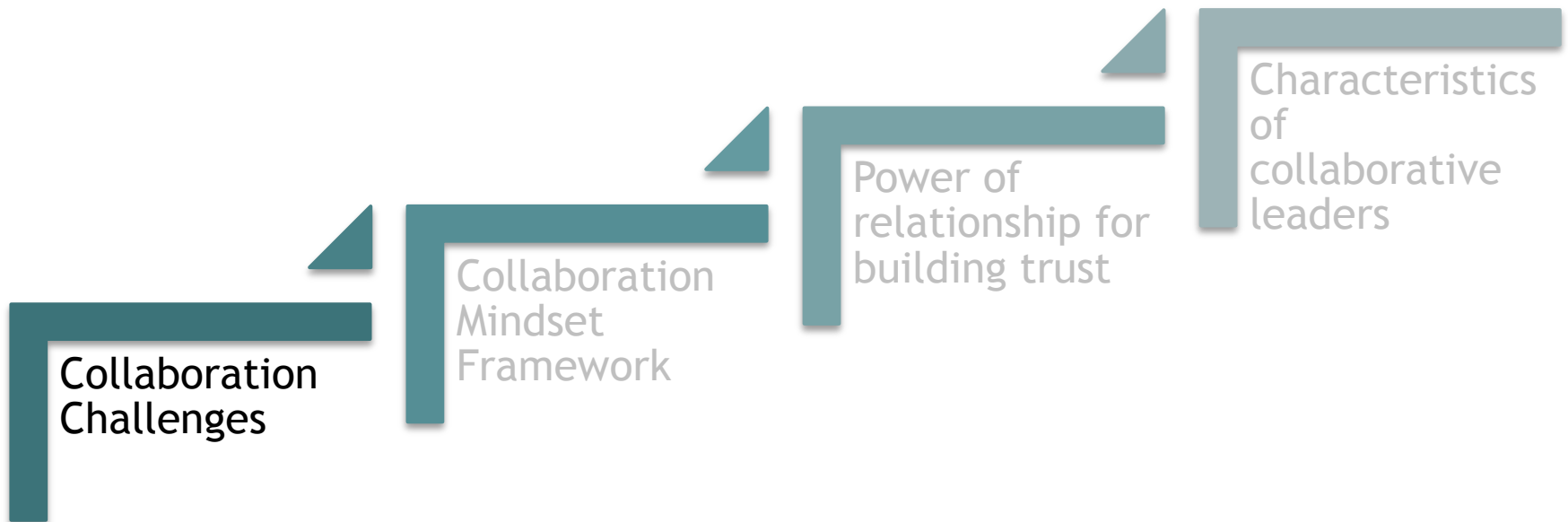
This workshop will:

- 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 Process Lifecycle



Identify Collaboration Challenges

Collaboration Challenges

- Goals
- Agenda
- Schedule
- Time
- Technology
- Human Resources
- Communication
- Cultures



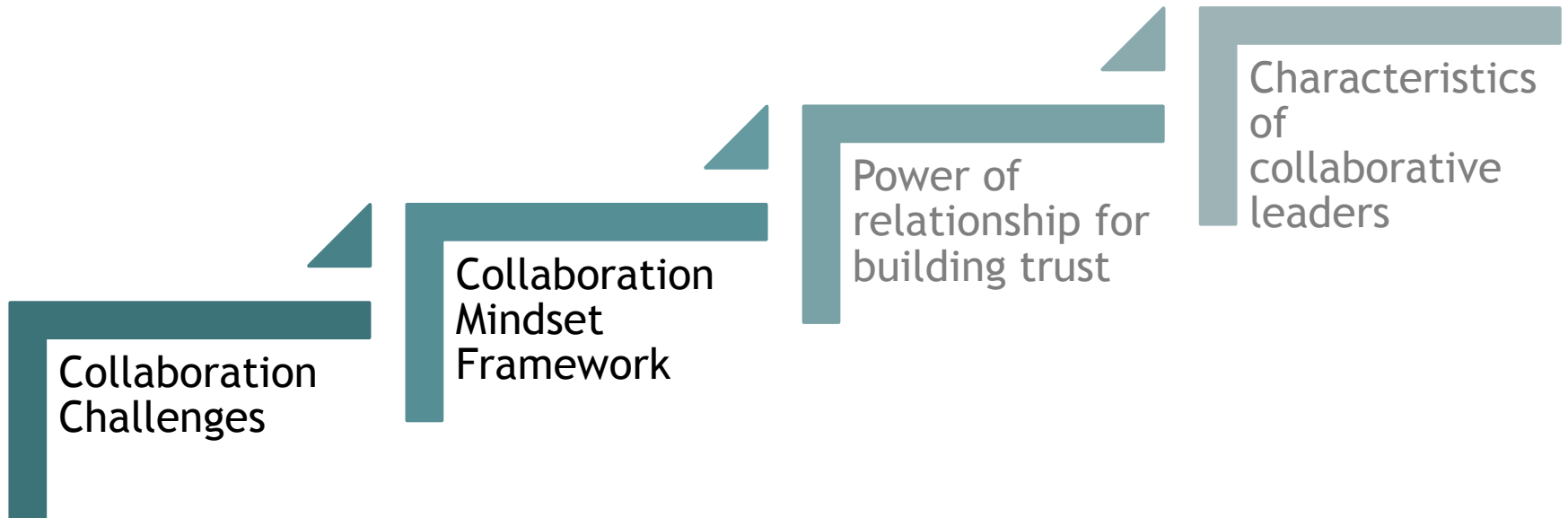
Identify Collaboration Challenges on *Individual Society vs. Collaborative Society*

Collaboration Challenges



Source: Leading across boundaries by Linden (2007).

Collaboration Process Lifecycle



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 behind-the-scenes person. The Ringleader is a big-idea person who helps other team members arrive at 'aha' moments. Ringleaders begin a lot of discussions, bookmark interesting content and add thought-provoking comments to discussions and files. Their creative energy seeps into and influences team members across all the 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 file-sharing and project management capabilities of a collaboration solution and finds interesting and innovative ways to automate his or her work by leveraging sophisticated workflows, databases and other advanced features. Boredline geeks, Experts are always experimenting, sharing new hacks 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 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 absent from the workspaces they're part of and like to do most work offline. Siloists are actually most at risk of losing files and work because they prefer not to save and backup regularly to the cloud - and they are also always the last to realize, if ever at all, that the intranet is down.

The Dinosaur

The Dinosaur is not the most tech-savvy person in the organization. A creature of habit and uncomfortable with new ways of doing things, The Dinosaur tends to stick to traditional methods of work. While The Expert might equate managing projects by email to banging two rocks together to create fire, The Dinosaur prefers to be cloaked in this sanctuary of status quo. 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 Stealth Ninja

A covert collaborator, the Stealth Ninja is the one who lurks, quietly moving 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 usually abstain from commenting unless 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 does 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 detail 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 often be detractors because they decentralize 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 WSFM (What is in it for me?) quotient is high enough.

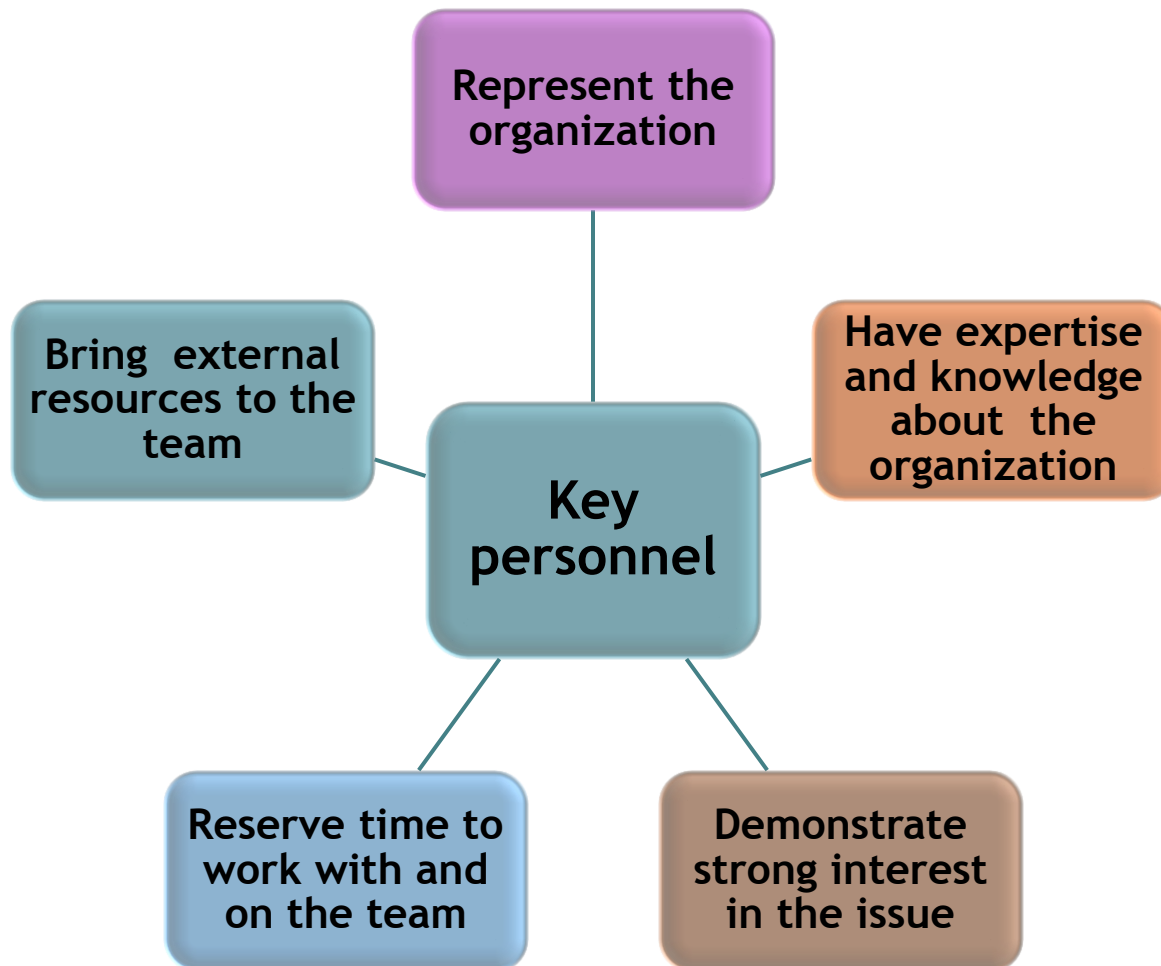
The Taskmaster

Taskmasters may err 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 fully to execute on project plans. The Taskmaster is the one you can expect will follow up with a task list of action items five minutes after your call ends (and you're grateful for it!).

The 9 Types of Collaborators

Identify which type of knowledge you shall include on your team.

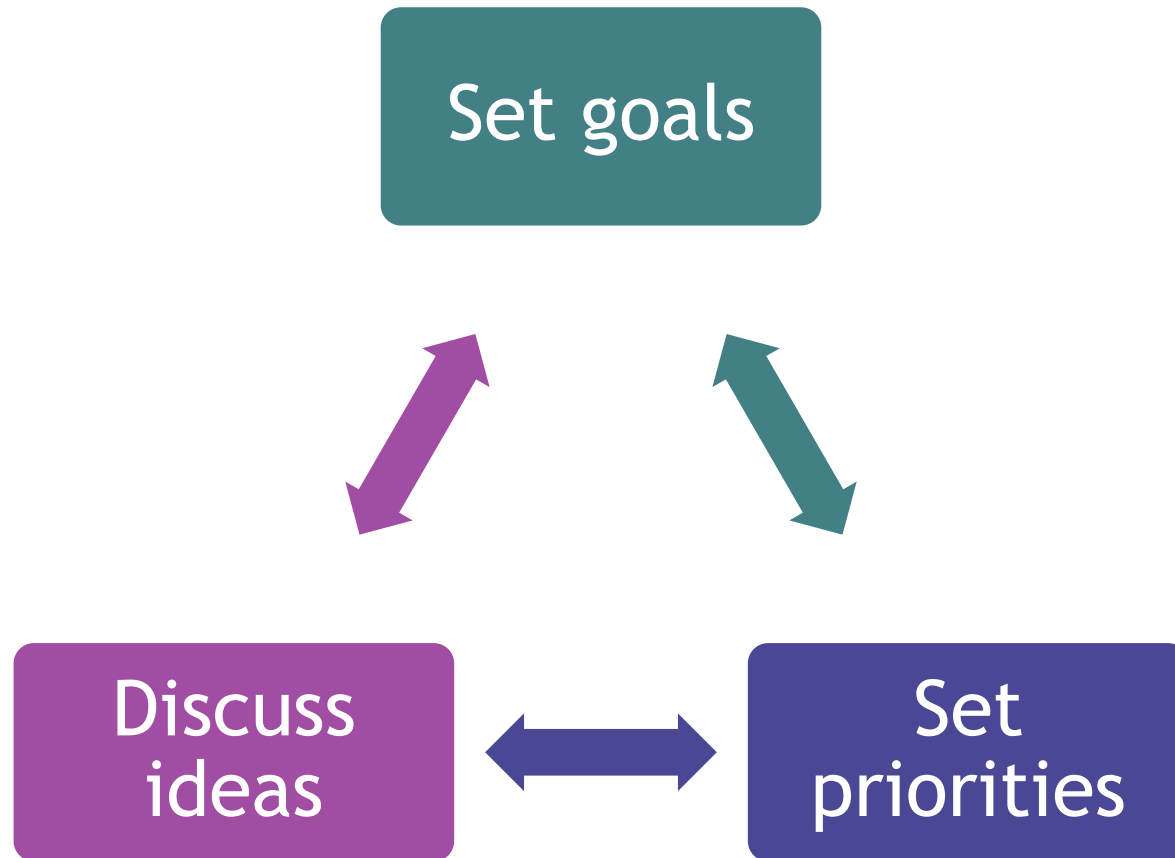
Identify People



Source: Leading across boundaries by Linden (2007).

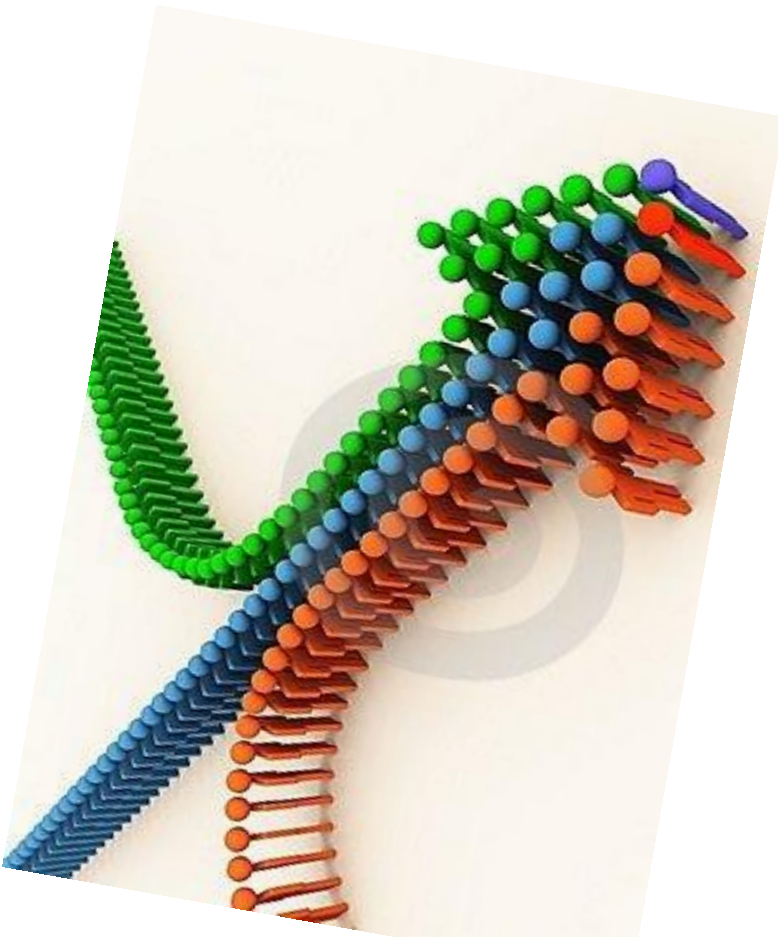
Identify at least three priorities that you shall address while setting your team.

Priorities to set a team



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](https://www.dreamstime.com/)

Discuss ideas and philosophies

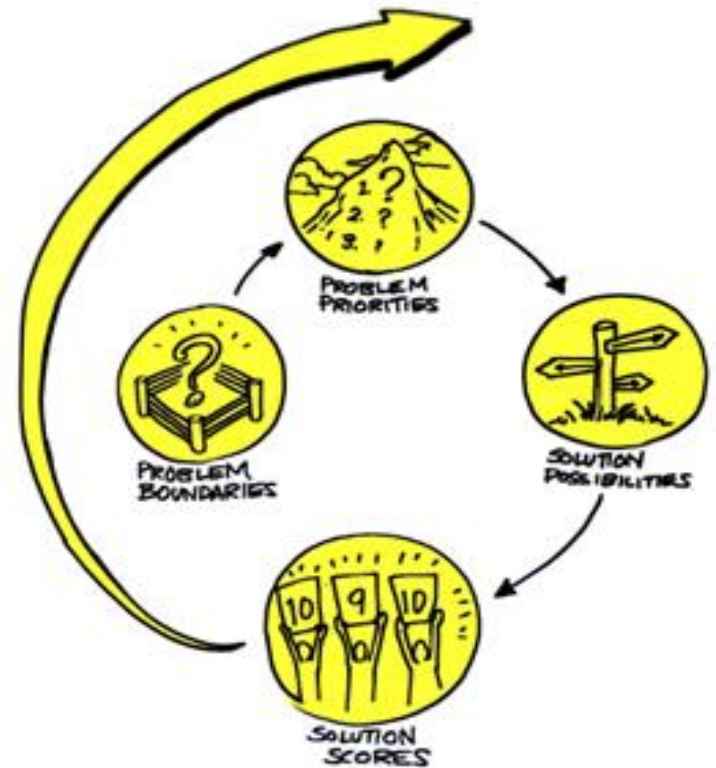
- Invite trustee colleagues
- Schedule regular meetings
- Report regularly to the Champion
- Meet with subject matter experts
- Engage the social media and communicate accomplishments



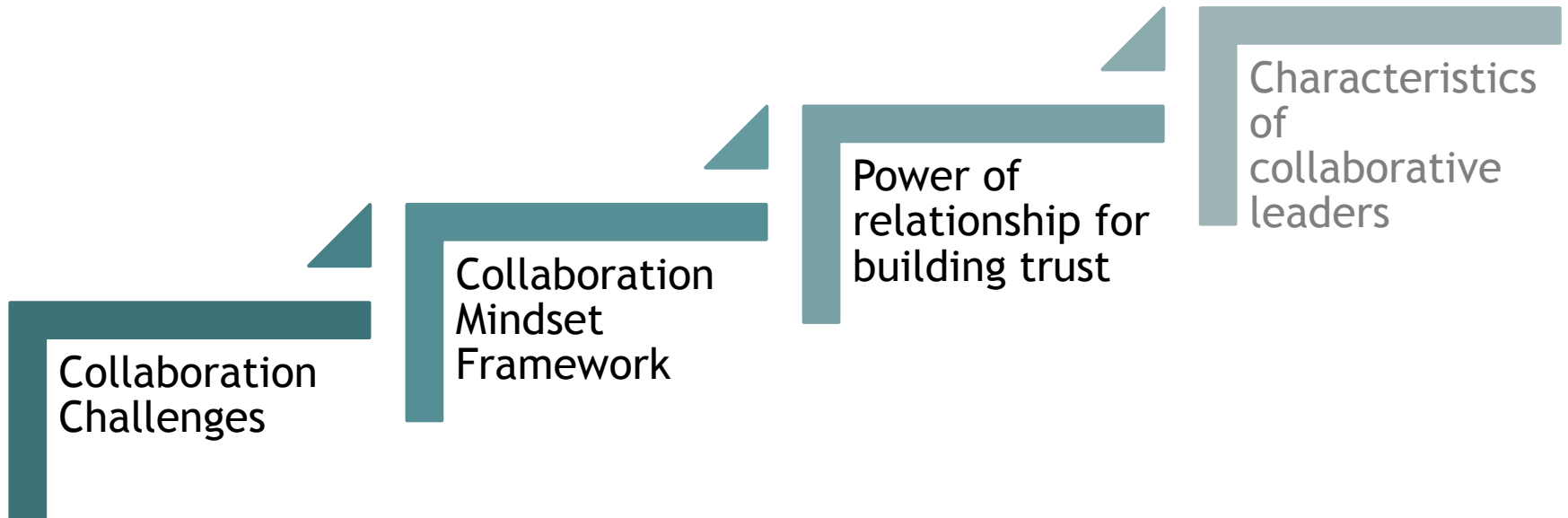
Source: shutterstock.com

Prioritize Strategies

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



Collaboration Process Lifecycle



It's all about trust!



TRUST



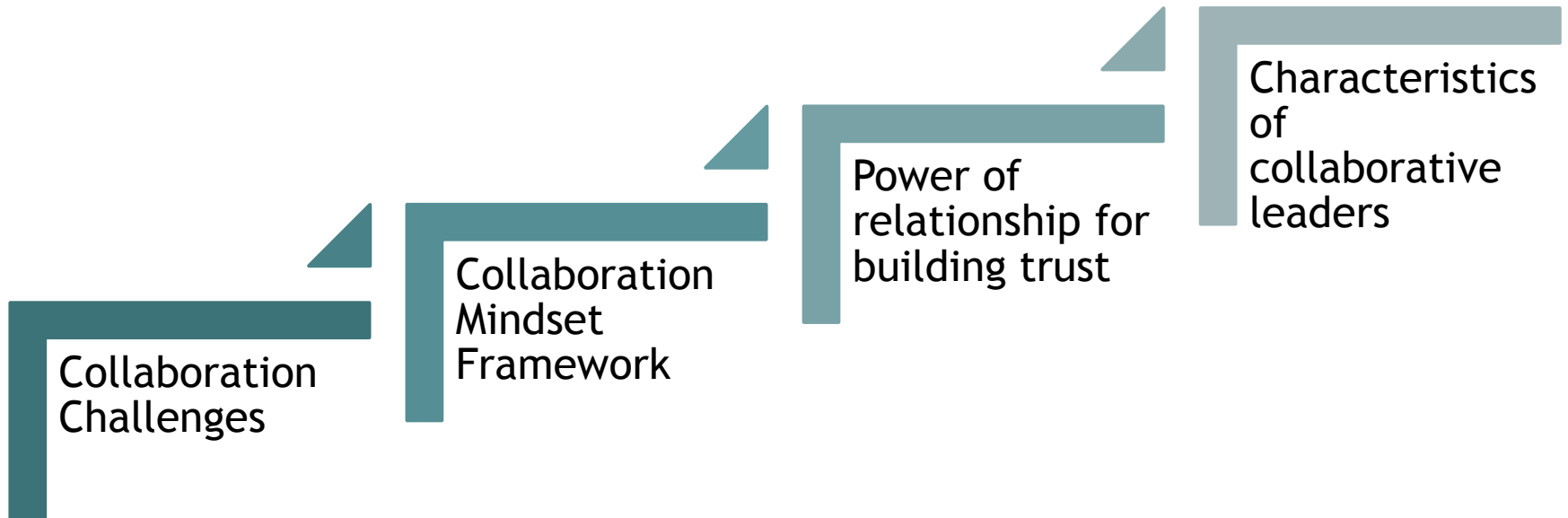
CREDIBILITY

How can you build trust within your network?

Ways to build trust

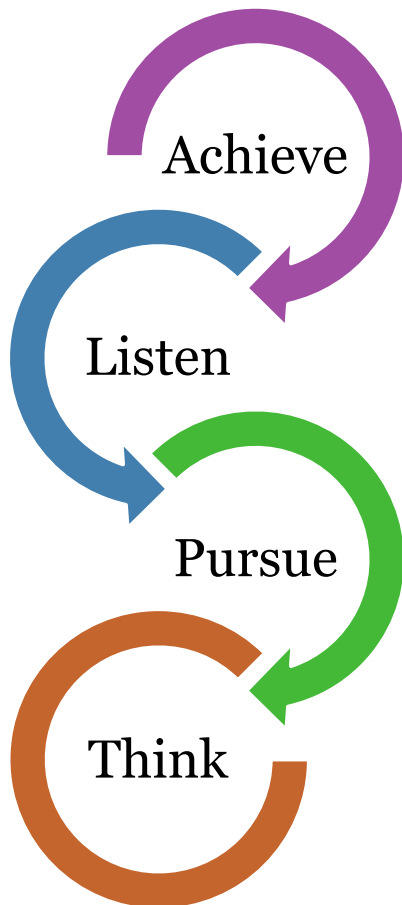
- Share information
- Set aside time
- Model openness
- Offer help during crisis
- Make good commitments
- Build partnerships
- Take personal interests
- Engage in joint training
- Earn trust by sharing credits

Collaboration Process Lifecycle



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 interests
- 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 ...

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

Sources: [www/amazon.com](http://www.amazon.com)

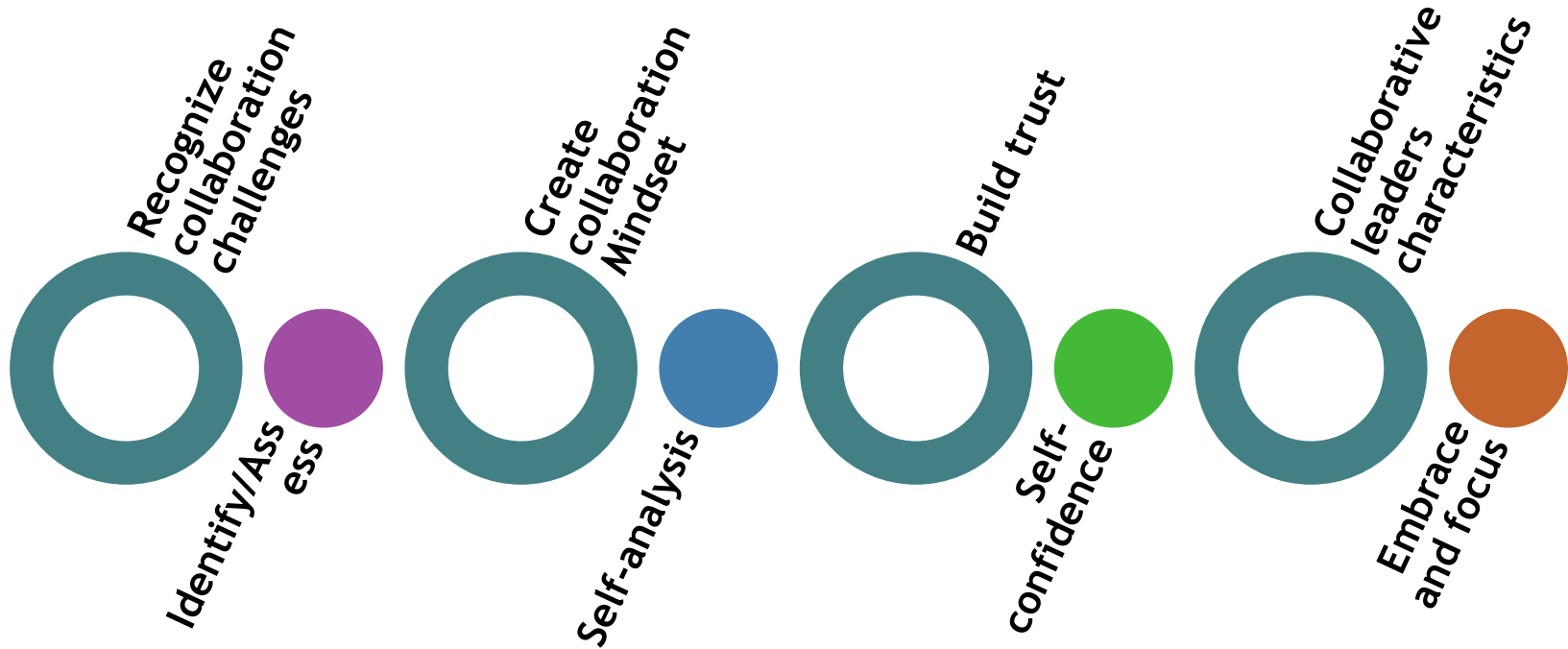
Collaborative leaders deal with



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

Source: Leading across boundaries by Linden (2007).

Summary



References

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