

Skillful Collaboration

Working Together for Success

Instructor

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Agenda

1 Collaborative Leadership

2 When to Collaborate

3 Establish Expectations

4 Benefits & Challenges of Collaboration

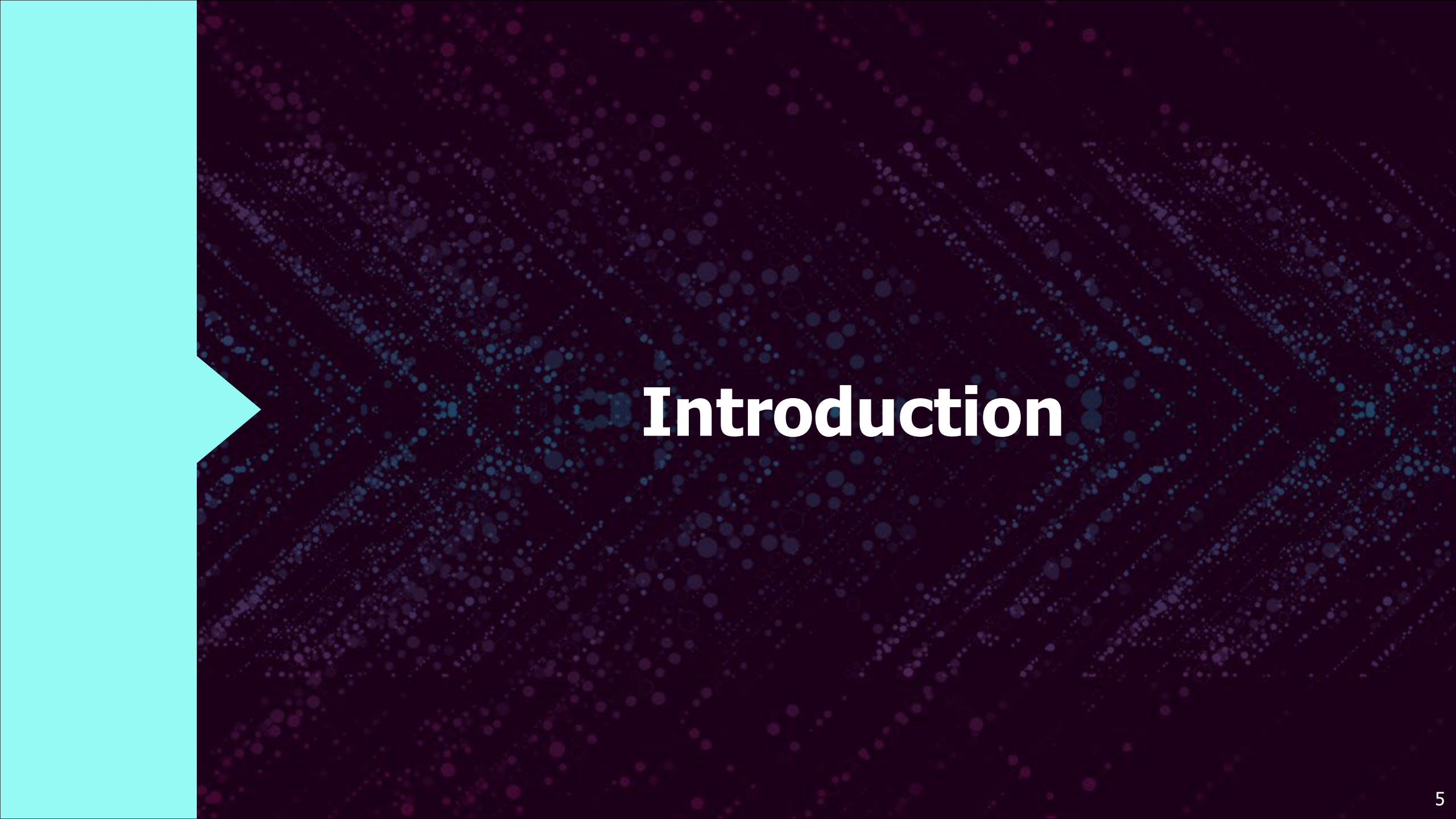
Agenda

5 Develop Inward Attitudes

6 Practice Outward Behaviors

7 The Power of Words

8 How Strong Are Your Collaboration Skills?



Introduction



Two heads...

**...are better
than one!**

Successful Collaboration

More than working together

- A process that requires attitudes, skills, and practices
- Learning, strengthening, and mastering



Level Playing Field Institute Survey



Most important: being a “team player”

More than:

- Doing a good job
- Being intelligent or creative
- Making money for the organization
- Many other “good” qualities



What Is Collaboration?

People working together toward a common goal

- Daily project work
- Business process improvement
- New product development

Collaborative Leadership

Collaborative Leadership



Collaborative Leaders



Redefine Success

Reward group
achievement



Involve Others

Solicit different
perspectives



Hold Accountable

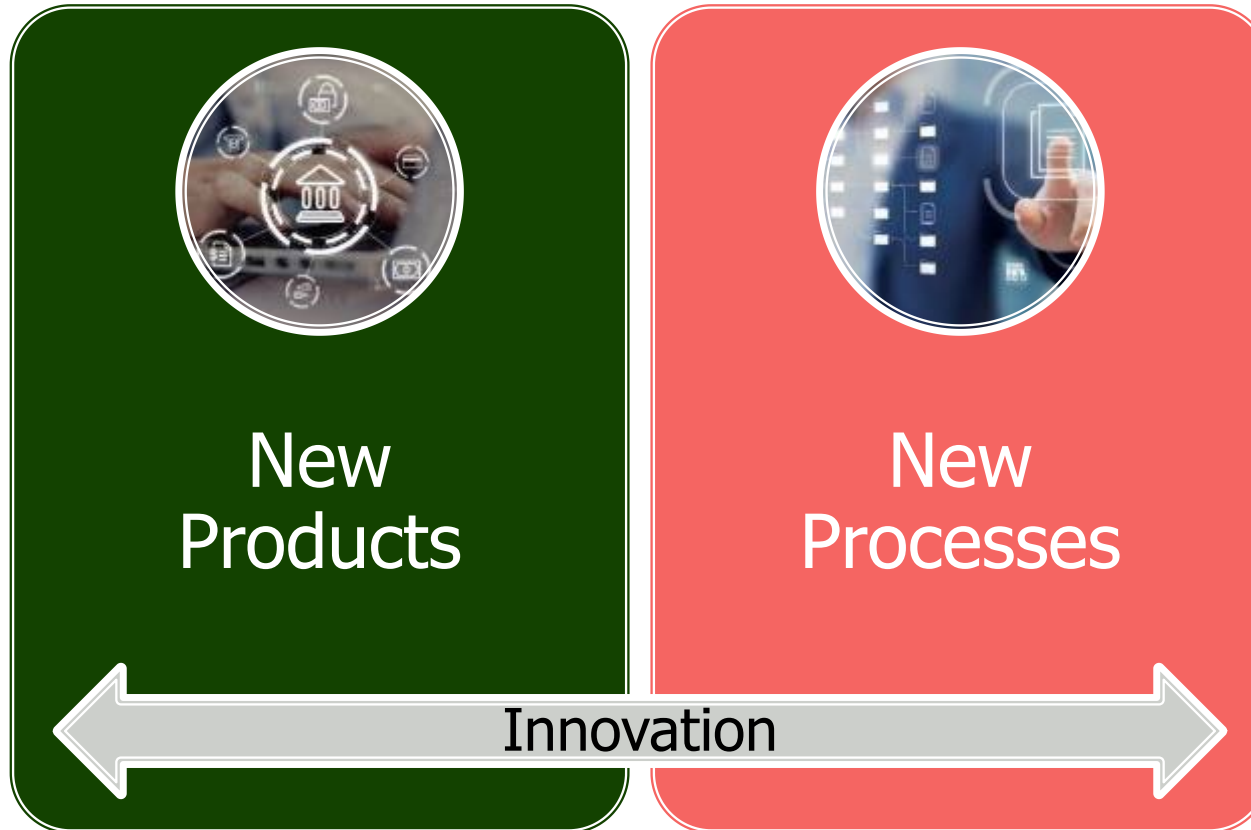
With themselves
and others



Minimize Traits

Reduce
detrimental
behaviors

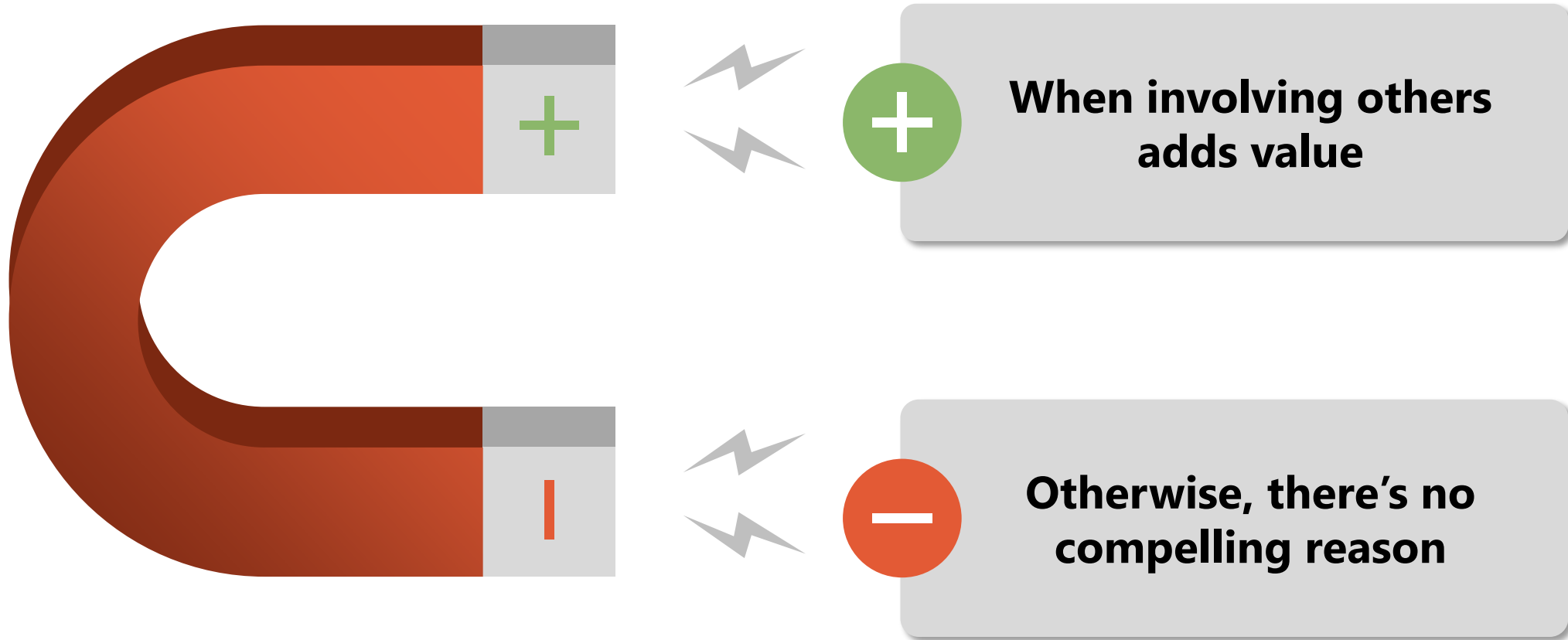
Collaboration Across Units





When to Collaborate

When to Collaborate



Is Collaboration Beneficial?

Questions

- Am I unable to reach the outcome myself?
- Would it solve complex problems or address complicated issues?
- Will working with others:
 - Reduce costs or gain efficiency?
 - Increase visibility?



Establish Expectations

Determine the Objective



What is the purpose, vision, or goal?



What is the deadline?



How will success be measured?

Determine the Objective



Define Roles & Responsibilities

**Each person should define their role
to increase buy-in**



Define Roles & Responsibilities

Leaders are responsible for:

Scheduling

Clarifying

Communicating

Agree on Operating Norms

**Rules of behavior guide interactions
and set boundaries for
appropriate and inappropriate behavior**



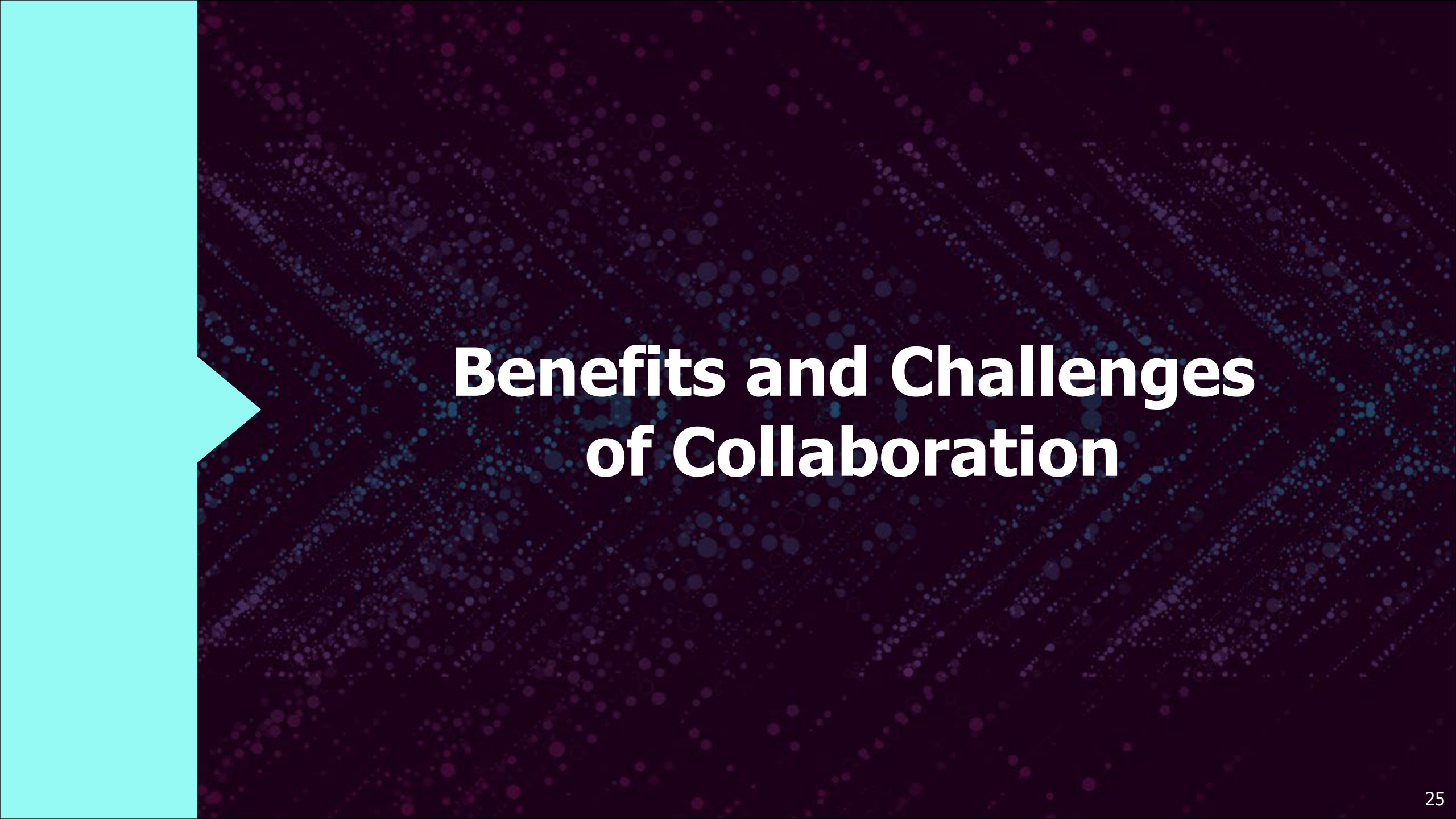
Agree on Operating Norms

- What does participation entail?
- How much information-sharing?
- How will decisions be made?
- How will struggles be handled?



Agree on Operating Norms

- Introducing new members?
- Determining the leader?
- Addressing conflict?
- Handling failed expectations?



Benefits and Challenges of Collaboration

The Need for Collaboration



Meet workforce
demands

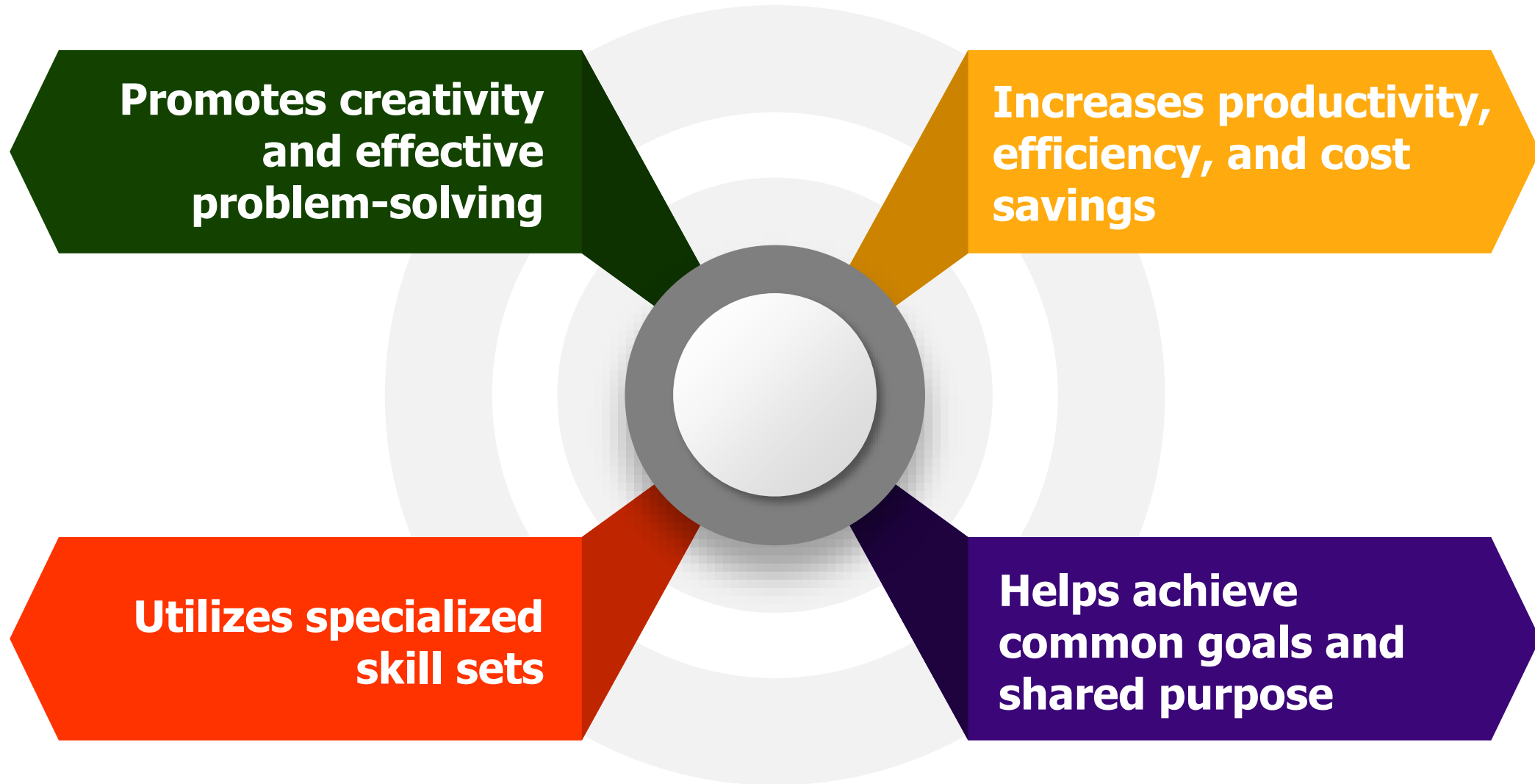


Overcome
geographic barriers



Fulfill basic human
need for belonging

Benefits to the Organization



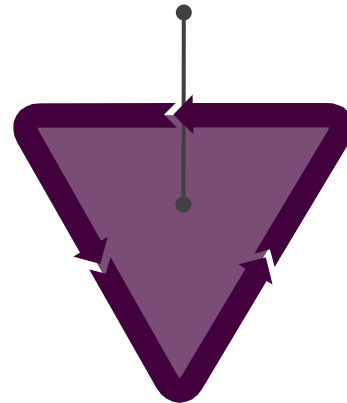
Benefits to the Individual

Creates high-trust
relationships

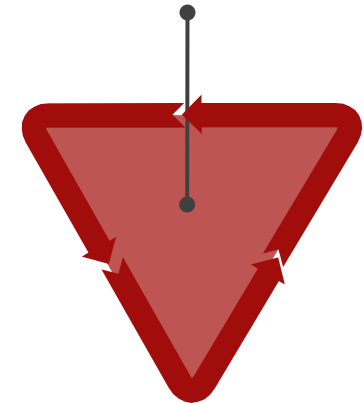
Offers
exposure



Increased
job satisfaction

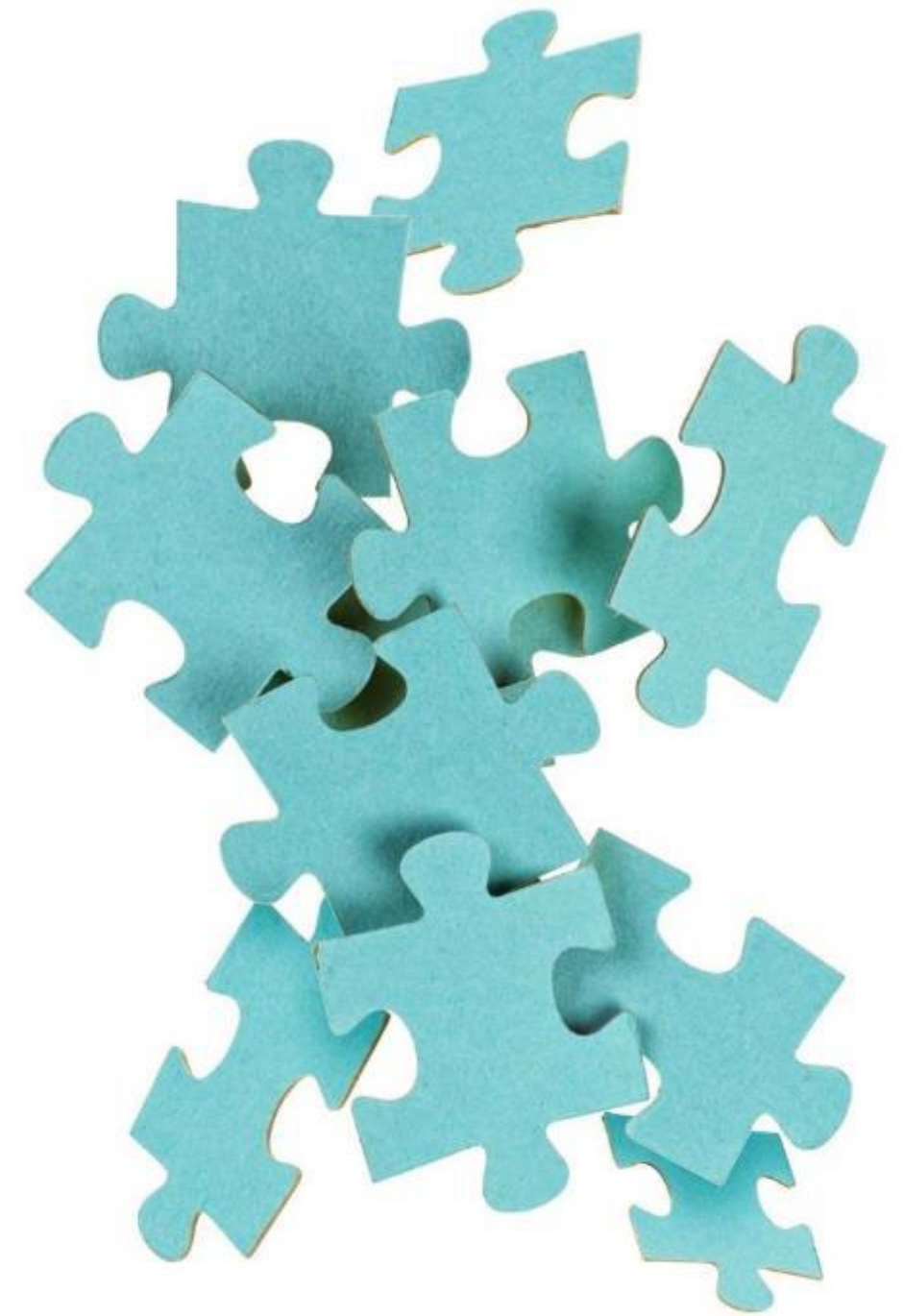


Expands
networks



Challenges of Collaboration

- Who's on the team?
- Unclear objectives
- Work takes longer to complete
- Coordination and motivation
- Early growing pains





Develop Inward Attitudes

Sense of Personal Responsibility for the Quality of Your Relationships

- ▶ **Be someone others want to work with**
- ▶ **Find a mentor**
- ▶ **Don't wait to act on an issue that needs attention**



Concerned With “What’s in It for Us?”



A silhouette of a human head in profile, facing right. The interior of the head is filled with a vibrant sunset or sunrise sky, showing warm orange and yellow hues with soft, wispy clouds. The background of the entire slide is a dark, textured blue-grey.

Keep an Open Mind

Suspend judgment

Avoid making assumptions

- Treat each person as an individual
- Listen before speaking
- Avoid sweeping statements
- Ask questions for more information

Willingness to Share



Willingness to Share

**How can you share your
unique skills and experiences
with others?**



Willingness to Trust Others



A reason not
to trust them?

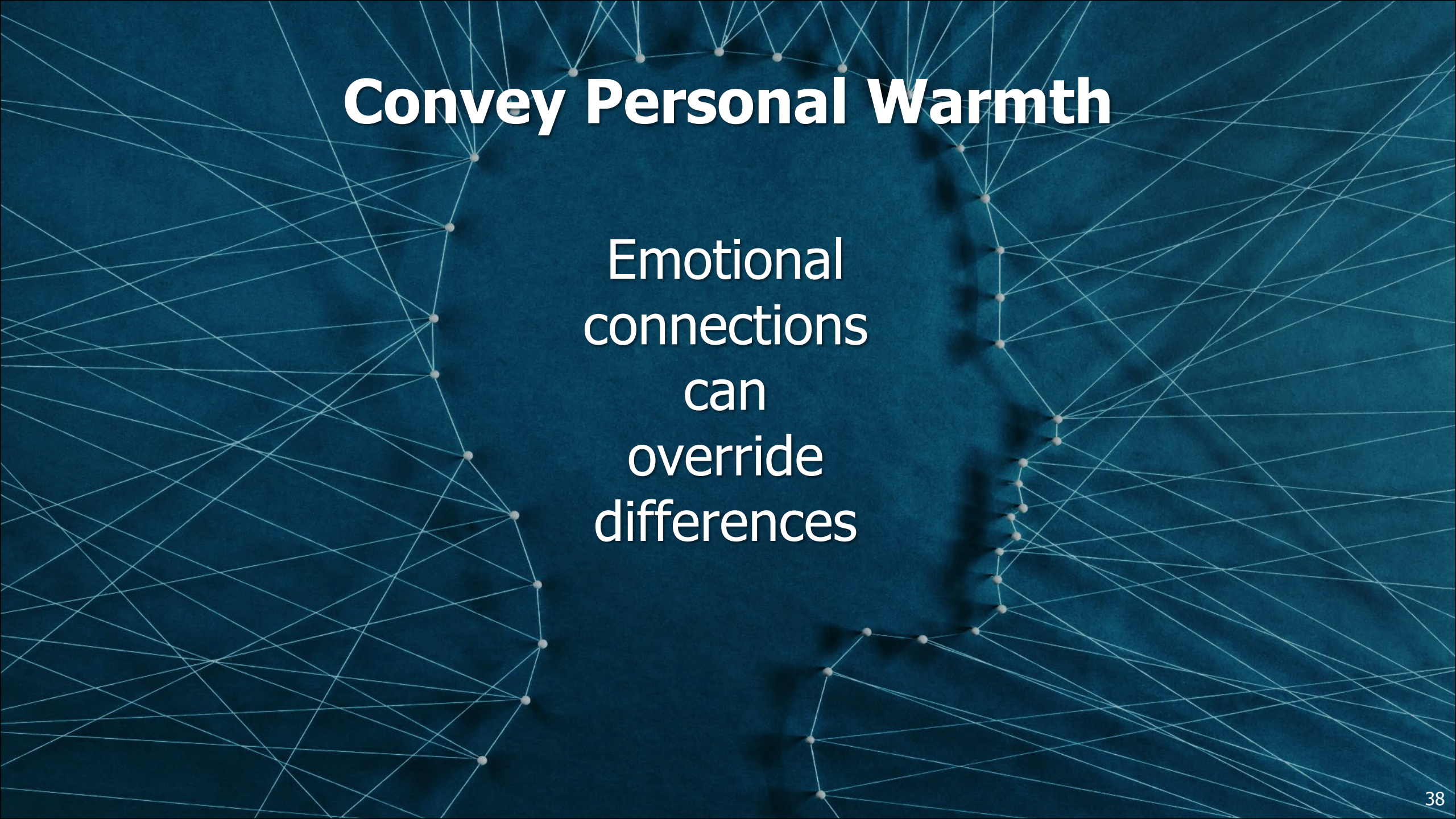


Honor your
commitments



Trust in
specific situations

Practice Outward Behaviors



Convey Personal Warmth

Emotional
connections
can
override
differences

Convey Personal Warmth

Greetings

Posture

Eye Contact

Smile!

Attention

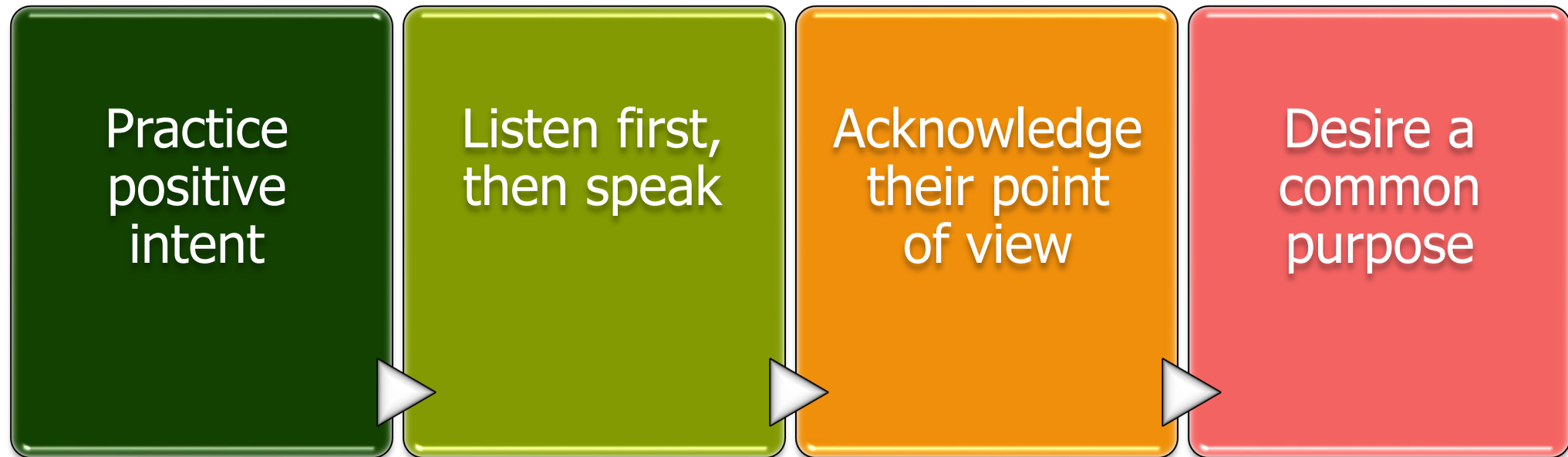
Humor

Support

Concern

Be an Active Listener

Seek to understand the message and the feelings behind it



Be an Active Listener

Vital:

- When someone is upset
- If there is a hidden agenda
- When you're being criticized
- When you want to persuade



Be an Active Listener

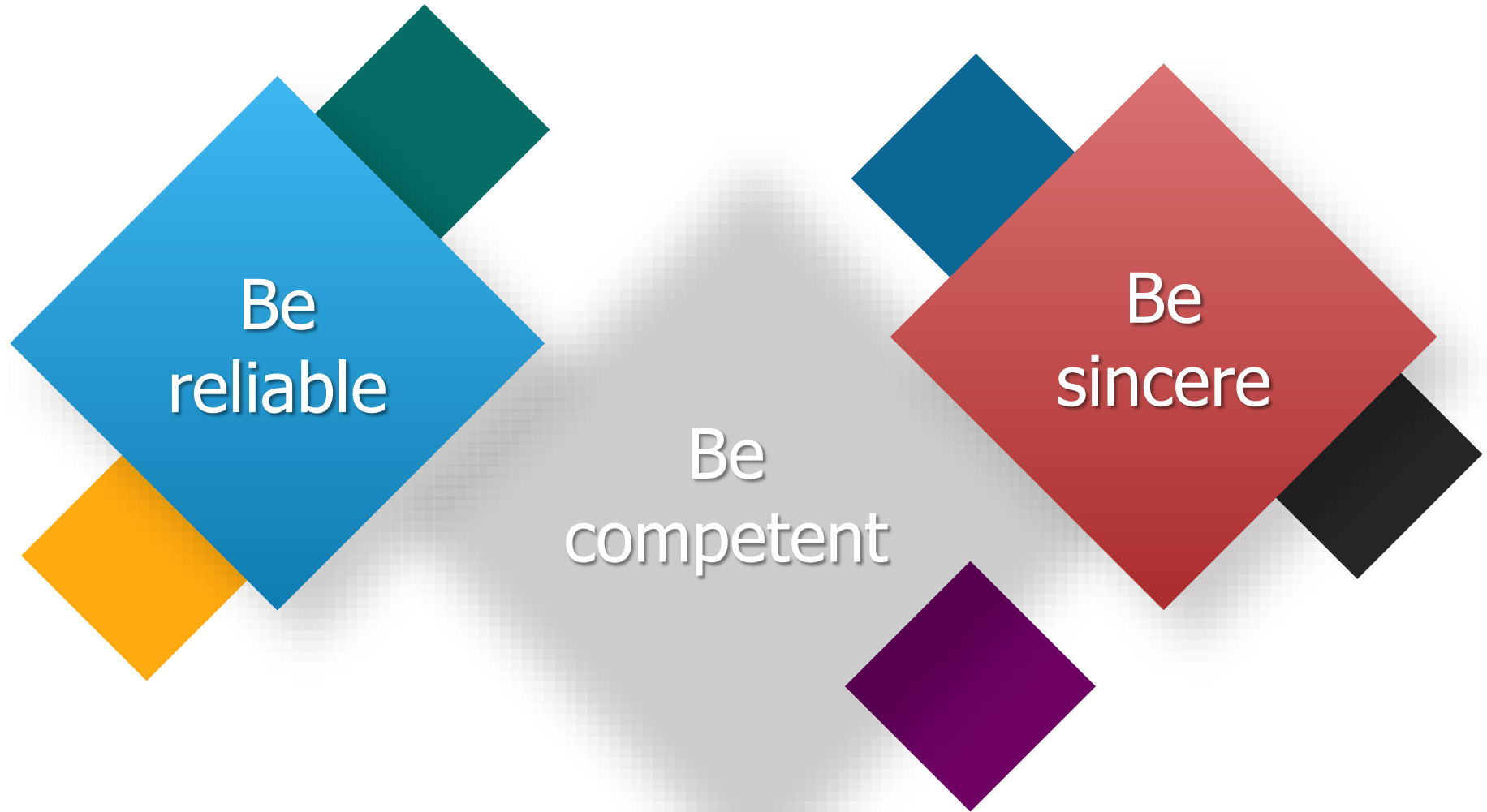
Poor
Listener



Active
Listener



Be Trustworthy





Turn Conflict Into Cooperation

Foundational behaviors:

- Maintain your composure
- Always show respect

Find common ground:

- Acknowledge differences
- Focus on common goals

Turn Conflict Into Cooperation

Employee strategies:

- Search for root causes
- Focus on *what*, not *who*



Commit to Completion

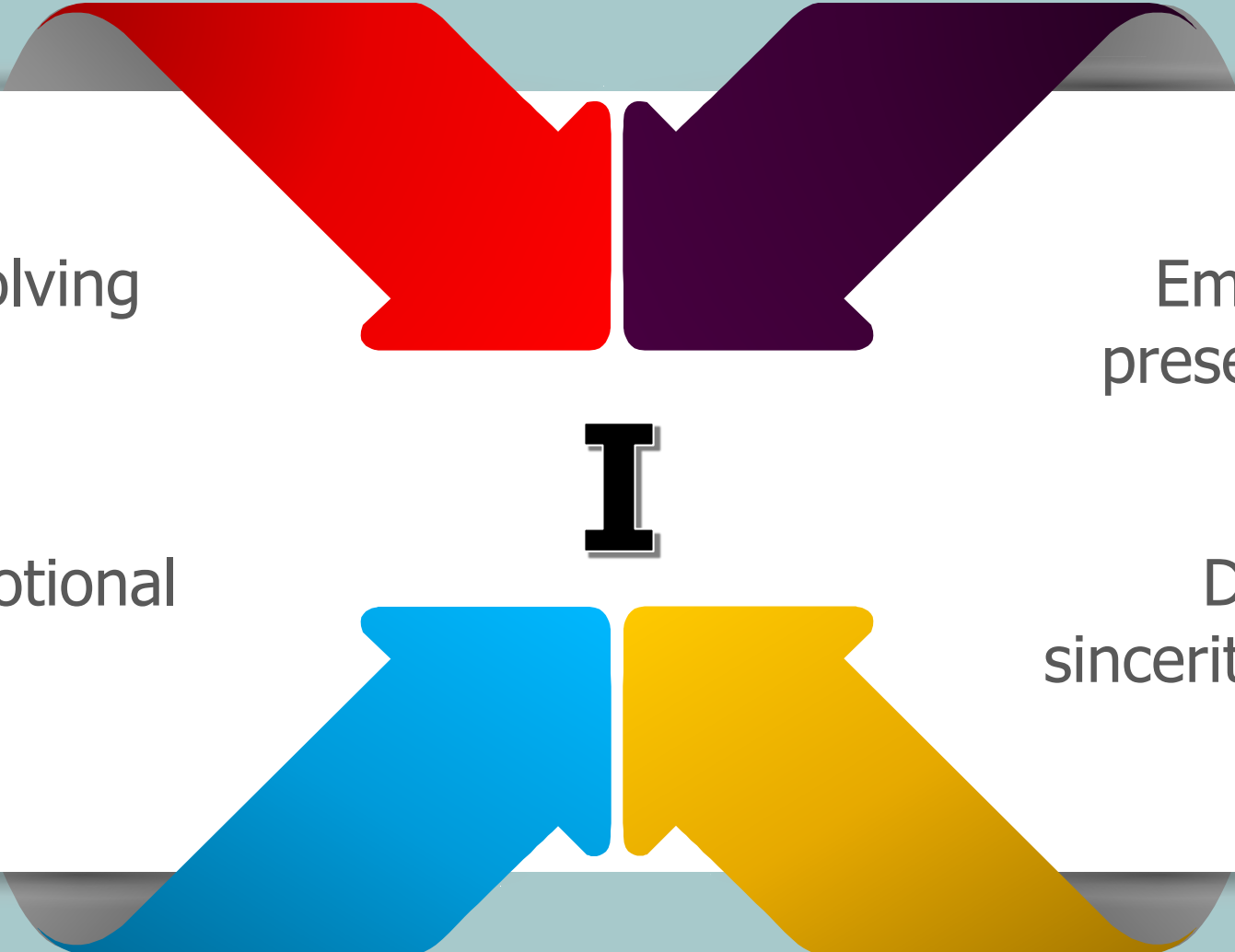
A hand holding a glowing sphere over a city skyline at sunset. The hand is in the foreground, holding a large, translucent sphere that glows with a warm, golden light. The background shows a city skyline with various skyscrapers and buildings, silhouetted against a bright, hazy sky with a large sun or moon. The overall color palette is warm, with shades of orange, yellow, and purple.

Describe
the actions
you will
take



The Power of Words

Use “I” Messages



Focus on solving problems

Emphasize the present & future

I

Reduce emotional impact

Demonstrate sincerity & respect

Use “I” Messages

**“I feel/felt...
when you...”**

Past

(describe the behavior)



Present

**“I’d appreciate it
if you would...”**

Future

(describe the behavior)

Present Ideas as Questions

**Acknowledge
others' thoughts**



**Follow up
with a question**



How Strong Are Your Collaboration Skills?

Individual Activity



Self-Assessment

1 = Seldom, 2 = Occasionally, 3 = Frequently, 4 = Always

Statement
1. I take personal responsibility for the quality of my relationships at work.
2. I go out of my way to convey personal warmth.
3. I practice positive intent by assuming that my co-workers and I both want what is best for the organization.
4. I am an effective listener, and people can tell that I'm listening to them.

Statement
5. I ask questions to find out what other people know and what they are thinking and feeling.
6. I address disagreements before they become major conflicts.
7. I mean what I say, and I say what I mean.
8. I keep an open mind and avoid making assumptions until I have accurate information.
9. I share information and expertise freely.
10. I follow through on my commitments.

Self-Assessment Results



Room for
significant
improvement



Average



Excellent!

Conclusion

Skillful Collaboration



Skillful Collaboration

- Aligns processes and goals to achieve higher rates of success
- Improves creativity, productivity, and satisfaction
- Finds your group's unique difference





Two heads...

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Skillful Collaboration

Working Together for Success

Thank You!