



OVERVIEW

This hands-on one day program is designed to enable business unit members to collaborate more effectively.

By the end of this workshop participants will be able to:

- Recognize the difference between cooperation and collaboration
- Practice listening and encouraging in order to build rapport
- Identify and adjust to others based upon their preferred communication style
- Articulate two ways in which they currently break trust – and what to do about it
- Identify the number of differences, beyond culture, that drive behavior
- Own their need to give grace to others
- Describe strategies for overcoming three common forms of resistance
- Recognize the impact of labeling, absolutes and blaming on conflict and collaboration
- Identify and appreciate the differences within the team
- Apply best practices moving forward

PROGRAM FLOW: KEY CONTENT AREAS

Welcome

- Introduction, learning objectives
- Activity: ZOOM
- Collaboration and accountability tension
- HBR findings on execution and trust

Collaboration Continuum

- Coercion, participation, cooperation and collaboration
- Opportunities for collaboration

Accountability

- Case study: Sam Synthesis
- Accountability defined

Trust

- Trust triangle
- Personal trust – Building rapport, We are emotional beings who think, Assessment: Color Styles
- Ethical trust
- Objective vs. subjective integrity
- Trust deposits and withdrawals

Ladder of Inference

- Inferential beings
- Ladder in conflict
- Leveraging the ladder for more productive conversations

Trans-Cultural Challenge

- Cultural challenge
- Problems with stereotyping
- Versatility among both parties
- Cockroach theory
- Application

Taking the Others' Perspective

- Why we are bad at it
- What matters most
- Activity: Oxygen Poker

Workshop Close