Collaboration

- Why is it important ?
- What does it look like ?
- Why can it be elusive ?

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Collaboration

- Listen
- Practice Empathy
- Engage in Feedback
- Delegate Effectively
- Speak with Clarity
- Seek Win Win

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Listening

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People Want to Be
Heard and Understood

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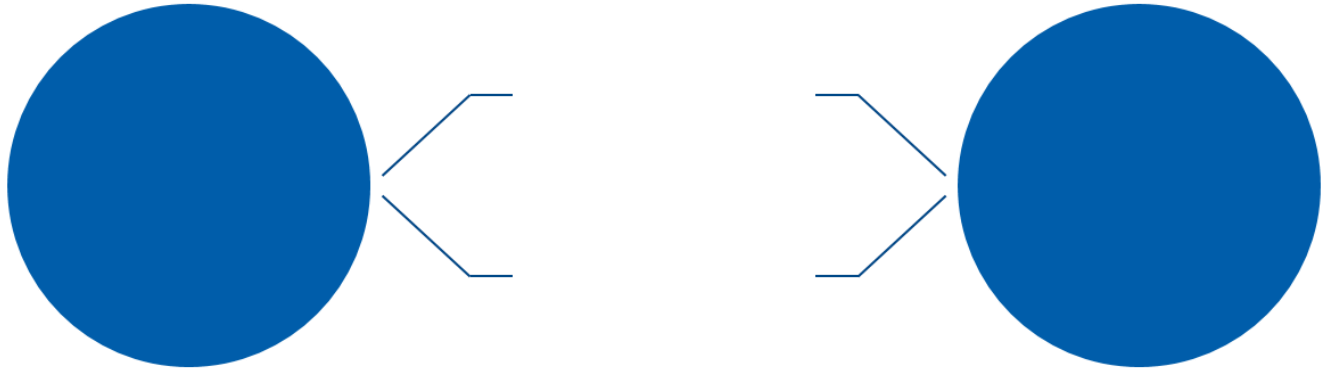
Active Listening Techniques

There are two ways to reflect the speaker's message:

- Restatement
- Paraphrasing
- 70/30



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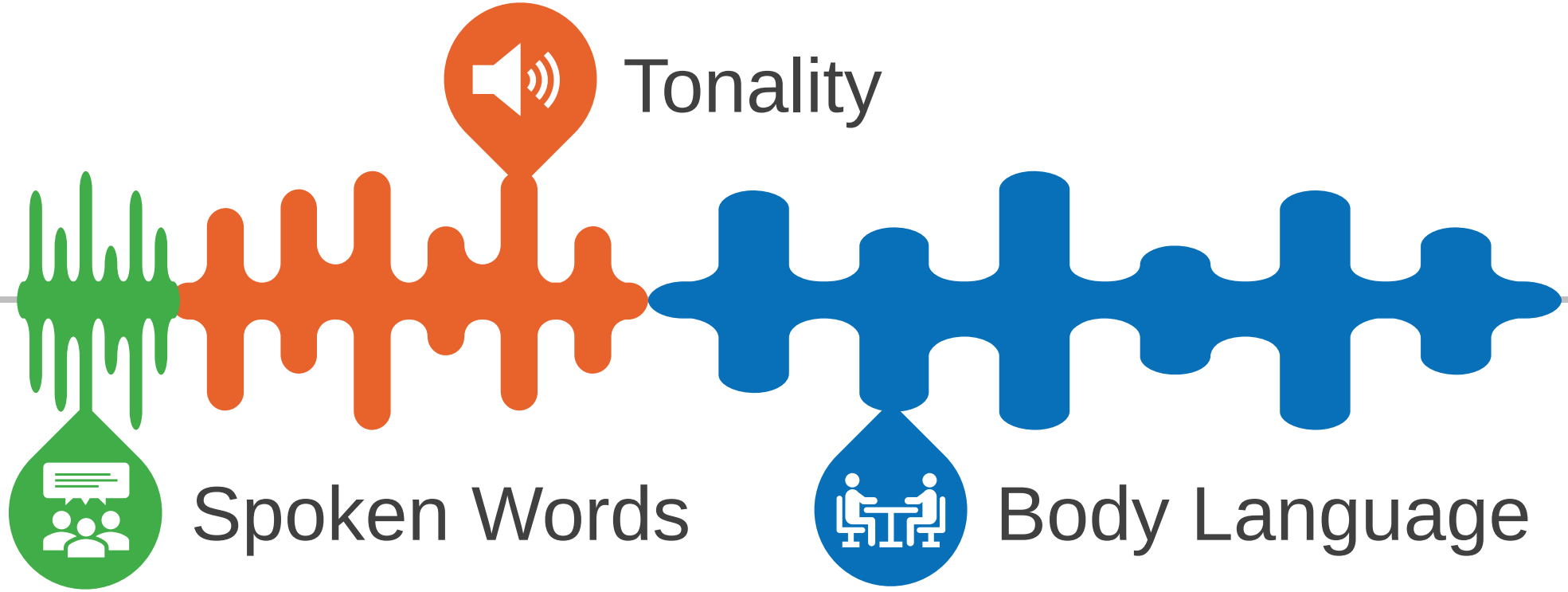
Elements of Communication



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Some Behaviors & Techniques

- Be receptive to new ideas and perspectives, even if they conflict with our own.
- Suspend judgment and try to keep an open mind to understand the speaker's message.
- Be patient, allow the speaker to express their thoughts and ideas fully without interrupting them or jumping to conclusions.
- Reflect : After listening to the speaker, take some time to reflect on what was said.

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Where is the Pivot

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Empathy

your ability and willingness to take notice of and be sensitive to other people's needs and feelings

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Empathy

LOW — HIGH

Low	Average	High
• Inattentive • Uncompassionate, unfeeling, or inhumane • Emotionally detached or distant • Selfish and self-centered	Moderate or sporadic attention to others and/or you tend toward careful, focused attention, but only on certain people	Aware of, concerned for, and sensitive to other people and their needs, resulting in both compassion and active listening

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Why Everyone Needs Empathy

Teamwork

Different personalities

Develop Talent

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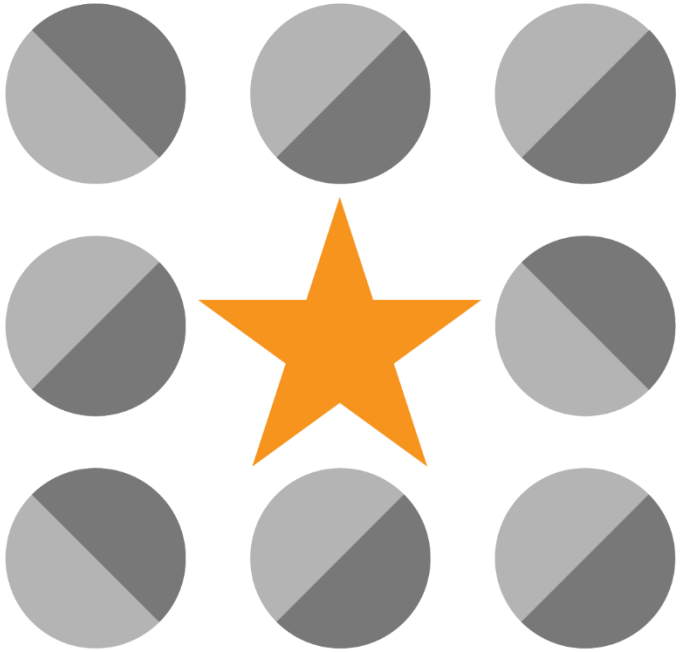

Everyone needs to understand team members and help them work together.

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Empathy:

The ability to read cultural, emotional, social cues. Look for the unspoken

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Those who actively practice & use empathy increase personal & job satisfaction

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"**Empathy** is **seeing** with the eyes of another, **listening** with the ears of another, and **feeling** with the heart of another."

ALFRED ADLER

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Let’s Discuss

- What does low empathy look like ?

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Where is the Pivot

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GIVE & RECEIVE EFFECTIVE FEEDBACK

Center for Creative Leadership® | Partner Network

How to give effective feedback

Situation

Behavior

Impact

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The SBI Feedback Model

Situation is the specific event or circumstance

Behavior is observable actions and verbal comments

nonverbal behaviors and signals

mannerisms

Impact is What I (or others) think, feel, or do as a result

I saw… I heard… I felt… I thought…

It is not an interpretation or judgment on motivation or intent

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SBI Example 1

Situation.....	Yesterday morning while we were inspecting the job site,
Behavior.....	you smiled, introduced yourself, and offered to shake hands with the crew.
Impact.....	They felt comfortable during the inspection and were not worried.

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SBI Example

2

Situation..... During the team meeting,

Behavior..... you described the restructuring plan in detail and you took your time and stayed calm.

Impact..... Everyone was relieved to find out what was really going on instead of all the rumors.

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Where is the Pivot

- Where and with whom do you need to give more feedback ?

Collaboration

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Delegation

More hours in the day.

- What everyone wants– but can’t get.

Definition of Delegation

Assigning new projects and responsibilities to individuals or teams and providing authority, resources, directions, guidance and support needed to achieve an agreed upon outcome.

What are the benefits of delegation

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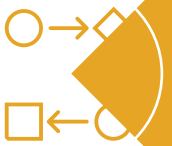
Five Benefits

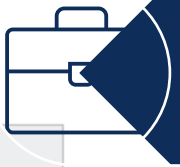
Free up leader's time for enhanced ability to lead better

Creates trust within work team

Enables direct reports to develop as leaders



Provides autonomy thus increasing innovation, communication, and creativity of team



Enables greater productivity

Why don’t we delegate?

Fear of failure of outcome of what I am delegating

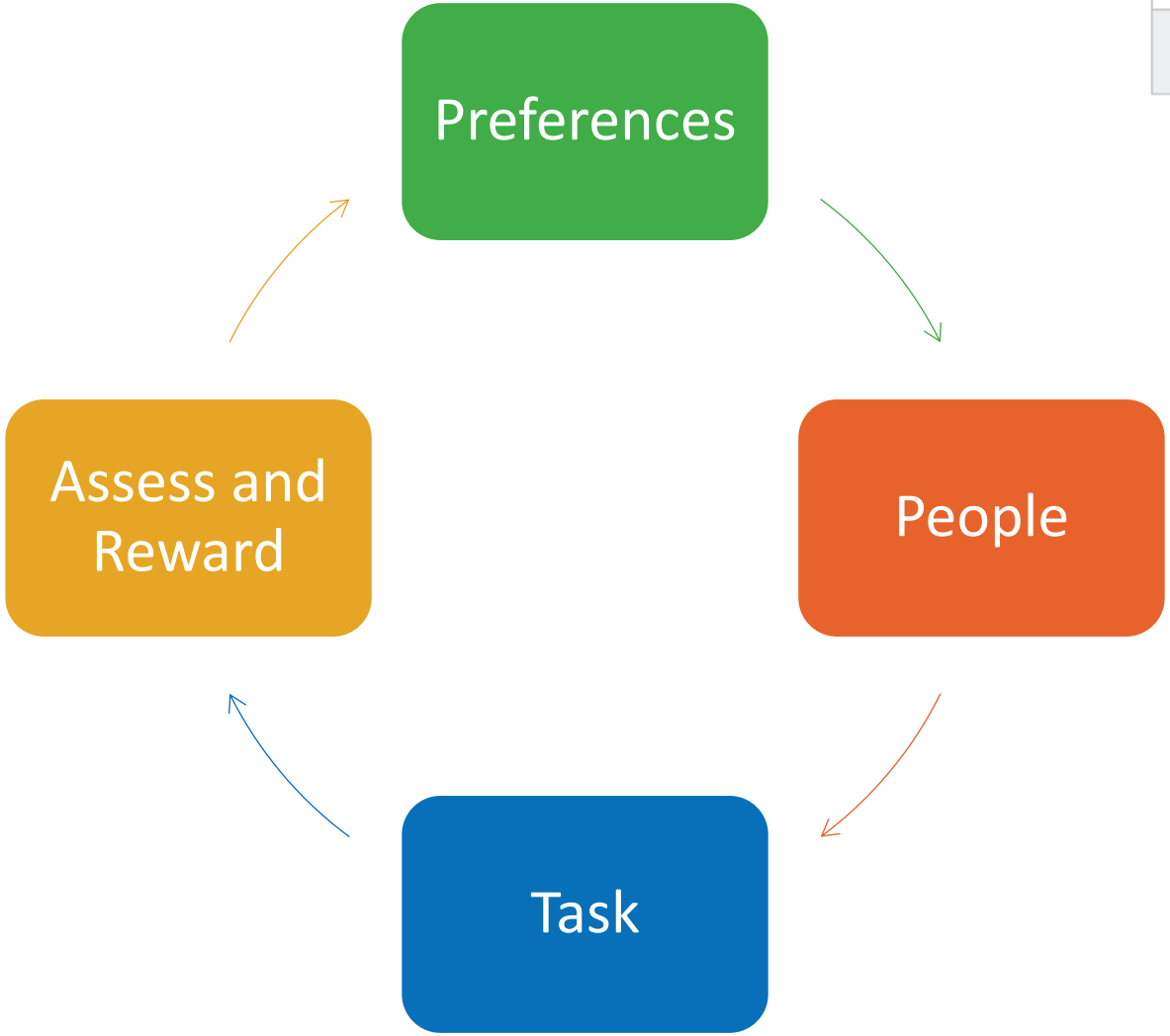
Don’t know how to delegate effectively

I do not have the time to invest

The time ROI is not high enough

Fear of my own failure to delegate, coach and develop my people

Delegation Cycle



Preferences

- Constant updates or just now and then
- Stickler for time or let people go at their own pace
- Are you all about the result or is the strategy important

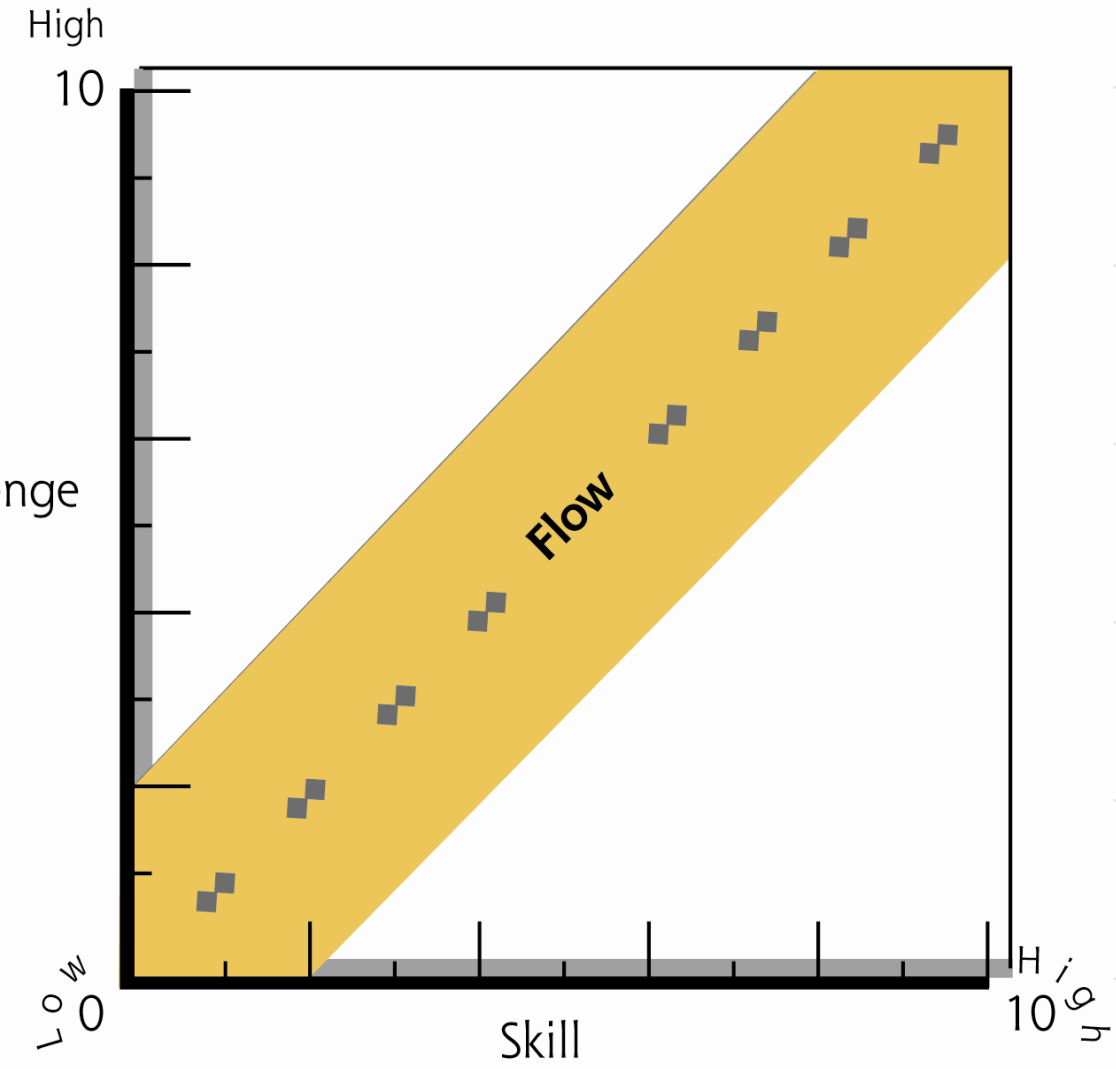
People

- What do you do well?
- What kind of projects do you like to work on?
- What would you like to be doing that you are not doing now?
- Where do you see yourself in 5 years?

Task

- Others involved
- Authority needed
- Assistance needed
- Resources needed

In the Flow



Source: Based on the work of M. Csikszentmihalyi

Where is the Pivot

Collaboration

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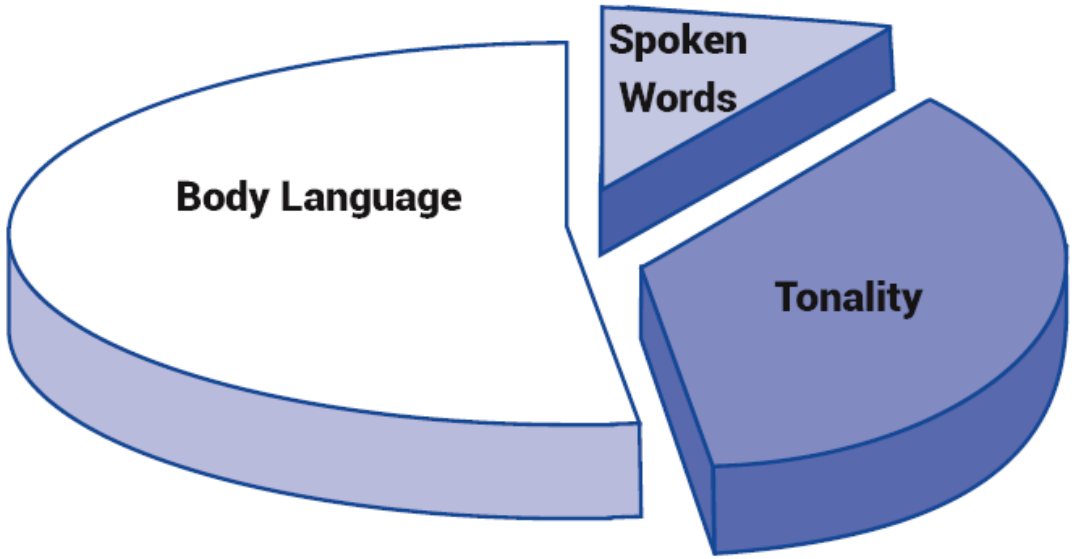
- Seek Win Win

- SPEAK & ACT WITH CLARITY

Three Elements of Communication

- Spoken Words 7%
- Tonality 38%
- Body Language 55%



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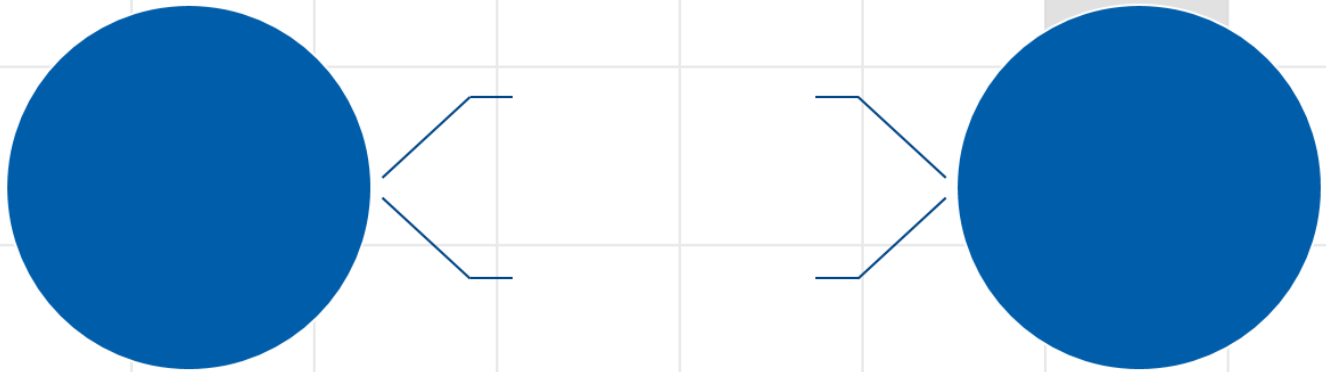

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Question

Any best practices you have executed on speaking with clarity ?

Learning to Ask Questions

Your value as a leader is determined more by the amount of information you gather than by the amount of information you dispense.

Gather information: Collect as much info as

You can to make an informed decision

Simplify: Avoid overthinking. Break complex isssues

Down into smaller steps, focus on what is essential

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Speak & Act with Clarity

- Prioritize: Determine what is most important to you and prioritize your actions accordingly.
- Slow down your speech
- Explain the " WHY" behind the " WHAT"
- Use short, simple sentences to communicate your message clearly

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Simplify: Avoid overthinking or overcomplicating things.

Reflect and learn: Reflect on your actions and outcomes, .

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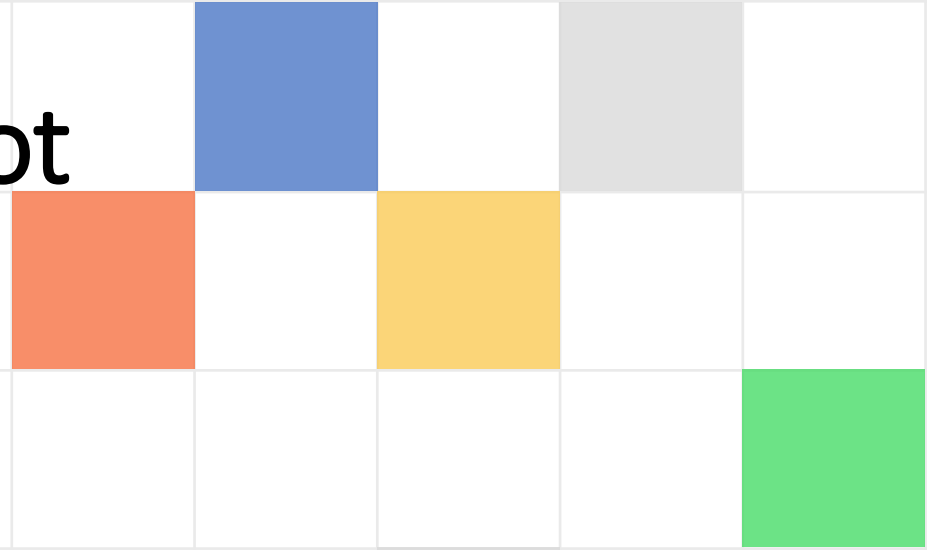
Where is the Pivot



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- Seek Win - Win

Behavior of Win Win

Work effectively with others to achieve optimal results.

A person or organization that approaches situations with a win-win attitude possesses five vital behavior traits:

Win Win Behaviors

- **Open Communication and Transparency**

Be honest and open about your needs and expectations while encouraging the other party to do the same. Sharing relevant information helps both parties find common ground and develop trust.

- **Flexibility and Willingness to Compromise**

Be open to adjusting your expectations and compromising on certain aspects. The goal is to maintain a balanced outcome where both parties feel they have gained value.

- **Problem-Solving Mindset**

Focus on solving the problem, not on assigning blame or sticking to rigid positions. A problem-solving mindset helps shift discussions from positions (what you want) to interests (why you want it), leading to more creative and mutually beneficial

Win Win Behaviors

- Successful win-win interactions require respect for others. This involves acknowledging and understanding the perspectives, concerns, and emotions of all parties involved.

- Long-term thinking: A win-win approach often involves considering the long-term consequences and relationships rather than solely focusing on short-term gains

Where is the Pivot

Lesson’s Learned