“Those who have learned to collaborate and improvise most effectively have prevailed”...Charles Darwin
Effective collaboration is about maximizing time, talent and tools to create value. The old way was the pass-along approach. I do my job and then pass along my work product to you. You do your piece of it and pass it along to somebody else.

— Evan Rosen —
Objectives

- Take time out for your own development.
- Align behaviour to desired culture of collaboration.
- Understand differences between behavioural styles and how relationships, collaboration and workplaces are affected.
- Understand DiSC® behavioural styles.
- Develop knowledge to enhance collaboration including communication, managing time and tasks, and conflict resolution.
- Improve the quality of workplace relationships.
Agenda

1. Collaboration Concepts
2. Behavioural Styles
3. Strategies to Increase Effectiveness
4. Communication
5. Managing Time and Tasks With Others
6. Negotiating Ideas and Resolving Conflict
Collaboration
Concepts & Reality
Collaboration

• ‘The action of working with someone to produce something’ - *Oxford Dictionary*

• ‘To work jointly with others or together especially in an intellectual endeavor’ – *Merriam-Webster Dictionary*

Q. What are the stand-out elements?
Activity - Personal Action Plan

- What works well for you?
- What is the most frustrating thing about collaborating with others?
- What are your personal pressures?
Behavioural Styles
• **DiSC®** behaviour profile
• William Moulton Marston (1928)
• Psychologist who studied behaviour
• Determined we all have a behavioural style measured by personal attributes and personality
• **Four DiSC® styles:**
  – Dominance
  – Influence
  – Steadiness
  – Compliance
Strategies to Increase Effectiveness
Increasing Effectiveness

• Communication
• Managing time and tasks with others
• Negotiating ideas and resolving conflict

• Cross disciplinary collaboration: viewing one discipline from the perspective of another.
• Interdisciplinary collaboration: integrating knowledge and methods from two or more different disciplines, using a real synthesis of approaches.
Communication
Collaborating Effectively

Effective

D + C and I + S

D + I and S + C

D + S and I + C

Less Effective

© Grange HR Consulting | 2015
Managing Time & Tasks With Others
Time Managements’ 3 Ps

What impact do other people and their behaviours and/or practices have on your ability to manage your own time?

Build Time Management Skills
Time & Tasks
Survey Results
Survey Results

• Agree/Strongly Agree
  – I set time aside to plan and schedule my tasks.
  – I use a system/s for organising and planning my work.
  – I plan for contingency time within my projects and/or schedule to deal with unexpected events.
  – I know how to determine whether tasks I work on are low, medium or high priority.
  – The tasks I choose to work on have the highest priority.
  – I review my tasks on a daily basis and re-prioritise if required.
  – I am aware of the personal habits I have that keep me from using my time well.
  – I use effective techniques for saying 'no' to people who waste my time excessively.
  – I get stressed with the challenges of managing my projects and/or time.
  – I tend to seek 'quality' work, and not 'perfection'.
  – I delegate tasks effectively when possible and necessary.
  – My work space/area is clean and clear of clutter.
Survey Results

• Disagree/Strongly Disagree
  – I set task priorities according to their importance, not their urgency.
  – I keep track of the time I spend on each task.
  – I usually complete tasks at the last minute or ask for an extension of the due date.
  – I find that managing my tasks and time well is adversely affected due to interruptions from other people.
  – Meetings with other individuals and/or teams/groups take up my valuable time.
Urgency/Importance Matrix

<table>
<thead>
<tr>
<th>QUADRANT OF NECESSITY</th>
<th>QUADRANT OF EFFECTIVENESS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Do</strong></td>
<td><strong>Diary</strong></td>
</tr>
<tr>
<td>Crises</td>
<td>Proactive work</td>
</tr>
<tr>
<td>Emergency meetings</td>
<td>Important goals</td>
</tr>
<tr>
<td>Last-minute deadline</td>
<td>Creative thinking</td>
</tr>
<tr>
<td>Pressing Problems</td>
<td>Planning and prevention</td>
</tr>
<tr>
<td>Unforeseen events</td>
<td>Relationship building</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>QUADRANT OF DISTRACTION</th>
<th>QUADRANT OF WASTE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Delegate</strong></td>
<td><strong>Dump</strong></td>
</tr>
<tr>
<td>Interruptions</td>
<td>Trivia</td>
</tr>
<tr>
<td>Unimportant phone calls, emails</td>
<td>Excessive internet/social media 'escape' activities</td>
</tr>
<tr>
<td>Some reports</td>
<td>Time wasters</td>
</tr>
<tr>
<td>Some meetings</td>
<td>Gossip</td>
</tr>
<tr>
<td>Other's minor issues</td>
<td></td>
</tr>
</tbody>
</table>

Source: The seven habits of highly effective people - Stephen Covey

Which quadrant is most appealing?
Where do you spend most of your time and why?
It’s a Frame of Mind

• Plan for 4-5 hours of real work per day.
• More hours doesn't mean more productivity - does starting early or staying late fix the issue?
• It's normal to have days where you can't work and days where you work 10-12 hours - embrace the go-zone 😊
• Get it right not perfect - don't get stifled and take that break.
It’s a Frame of Mind

• Procrastinate between intense sprints of work - relax with social time, Linkedin, Facebook.
• Break up your BHAG into 20 mile marches - *Jim Collins*.
• Know what is urgent and important.
• If someone can do it 80% as good as you - delegate it.
Negotiating Ideas and Resolving Conflict
Interpersonal Negotiation and Conflict

• Let’s negotiate what the best day of the week is?

[Diagram showing the Thomas-Kilmann Conflict Management Styles matrix with quadrants for Challenging, Integrating, Compromising, Evading, and Obliging]

Source: Thomas-Kilmann Conflict Management Styles
Evading/Avoiding

• Results in a lose-lose situation.
• All parties ignore the conflict issues in the hope that they will go away.
Challenging/Forcing

- Frequently leads to a clear winner and a loser.
- Often used through force, domination or superior skill.
- Used when the issue is more important than the relationship.
- Rarely appropriate in resolving conflict with a customer.
Obliging/Yielding

• Involves playing down the real issues at hand and plays up the similarities between the parties in the hope of smoothing things over.

• One party gives in to the conflict to satisfy the other.
Problem Solving/Collaborating

• Most effective and direct approach for achieving win-win.
• Uses problem-solving techniques to meet the expectations of each party to the conflict.
Compromising

• Attempt to find a middle ground between the conflicting parties.
• Requires each party to give up something they value to resolve the conflict.
Survey Results

- Let’s negotiate what the best day of the week is?

![Diagram of conflict styles]

- Challenging: 17%
- Integrating: 24%
- Compromising: 22%
- Evading: 18%
- Obliging: 20%
Summary

• It makes sense
• Be aware of your behavioural style – DiSC
• Urgency/Important matrix
• Interpersonal negotiation and conflict

• What did you learn and how will you apply it?

![Quadrant Diagram](image)

**QUADRANT OF NECESSITY**
- Do
- Crisis
- Emergency meetings
- Last-minute deadline
- Pressing problems
- Unforeseen events

**QUADRANT OF EFFECTIVENESS**
- Diarize
- Proactive work
- Important goals
- Creative thinking
- Planning and prevention
- Relationship building

**QUADRANT OF DISTRACTION**
- Delegate
- Interruptions
- Unimportant phone calls, emails
- Some reports
- Some meetings
- Others minor issues

**QUADRANT OF WASTE**
- Dump
- Trivia
- Excessive internet/social media 'escape' activities
- Time wasters
- Gossip

Source: The seven habits of highly effective people - Stephen Covey
What’s Next?

• Post workshop complimentary guidance:
  – m. 0425 734 680
  – e. tammy@grangehrconsulting.com.au
  – w. grangehrconsulting.com.au
  – LinkedIn

• Feedback form
What’s Next?

- Embrace the tools
- Take action