Powerful Collaborations

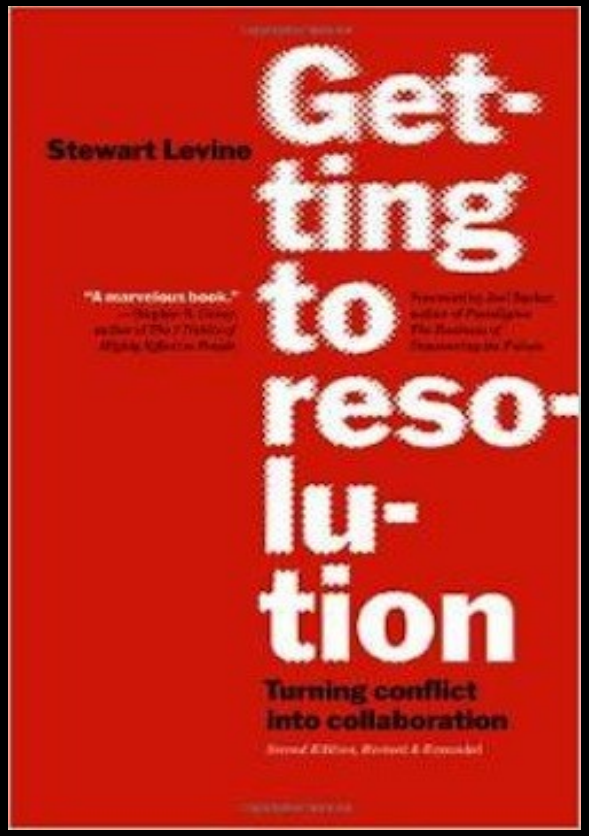
with Stewart Levine

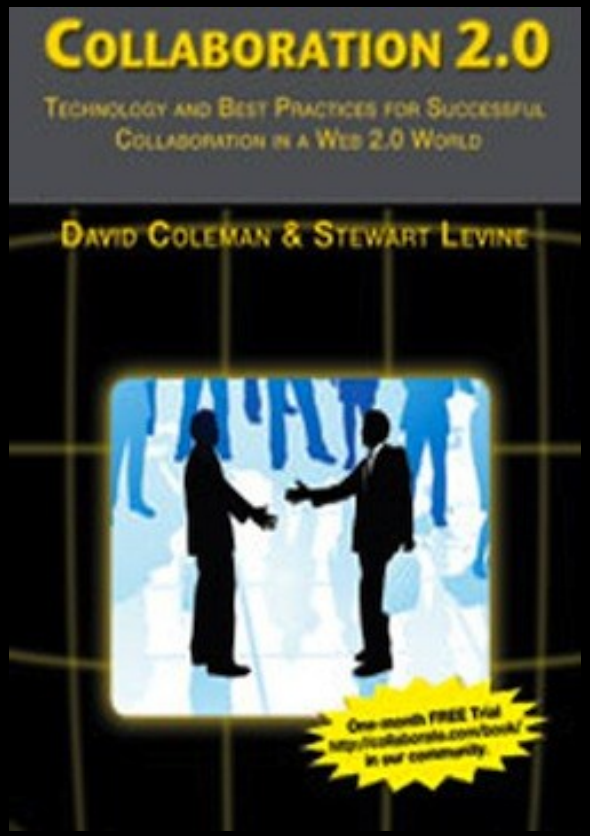
Powerful Collaborations

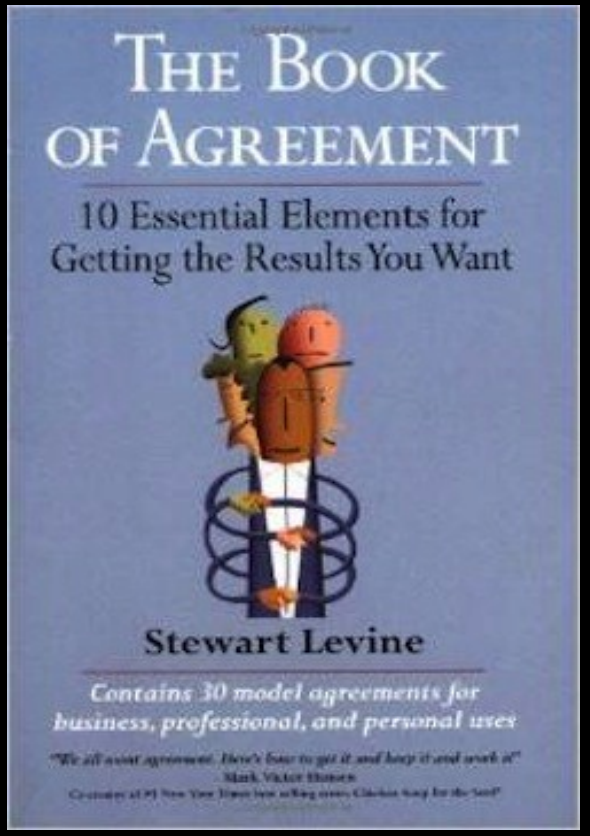
Building High Performance Teams

with Stewart Levine

RESOURCES


Stewart Levine
Get-ting to reso-lu-tion
"A marvelous book."
Turning conflict into collaboration


COLLABORATION 2.0
TECHNOLOGY AND BEST PRACTICES FOR SUCCESSFUL COLLABORATION IN A WEB 2.0 WORLD
DAVID COLEMAN & STEWART LEVINE
One-month FREE Trial


THE BOOK OF AGREEMENT
10 Essential Elements for Getting the Results You Want
Stewart Levine
Contains 30 model agreements for business, professional, and personal uses

Powerful Collaborations…

Why?

What?

How?

Actionable IDEAS

Why?

“The WORLD is FLAT…”

— Tom Freedman

Globalization of BUSINESS

Distributed TEAMS

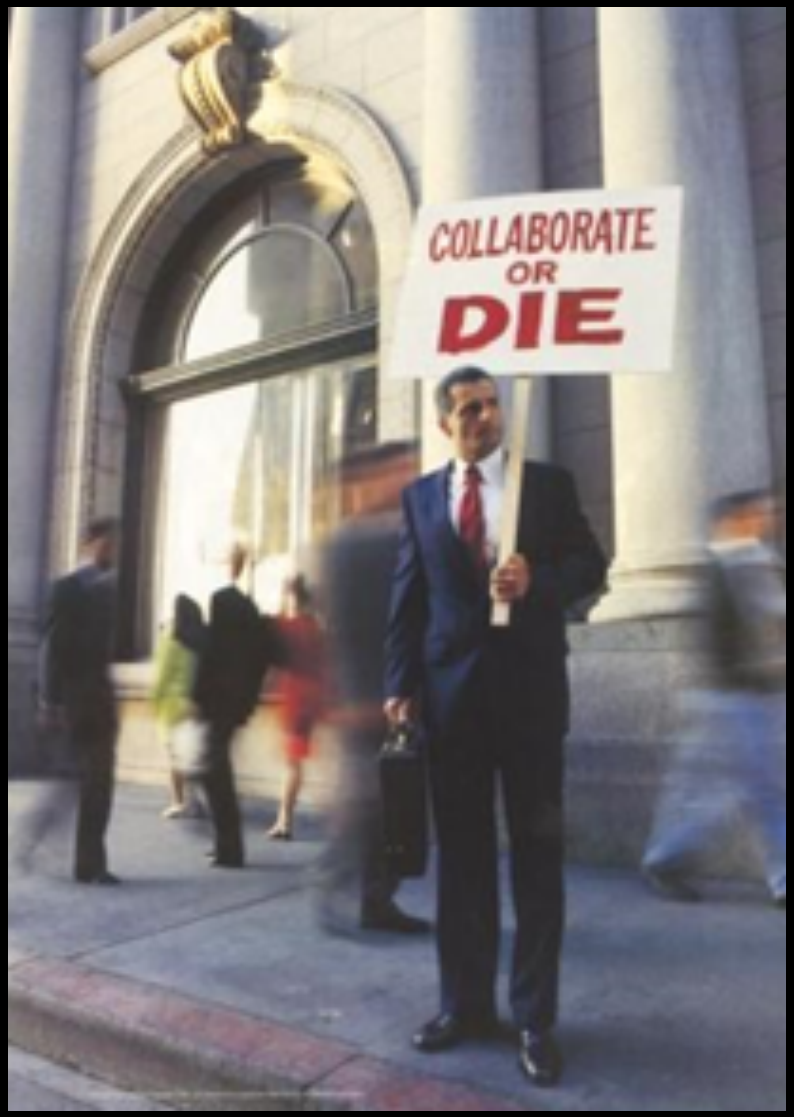
how we interact, produce, collaborate

changed

Less

FACE to FACE

Communication


COLLABORATE
OR
DIE

Powerful Collaborations

Building High Performance Teams

COT OF CONFLICT

DIRECT COST
Expert help

PRODUCTIVITY COST
Time lost, reduced capacity, opportunity cost

CONTINUITY COST
Losing someone

EMOTIONAL COST
Stress related disease

COT OF MISCOMMUNICATION

Distrust | Turnover | Stress | Conflict

Passive – Aggressive Behavior

Productivity | Missed Deadlines

Reduced QUALITY | “Do-Overs”

SILOS | reduced COLLABORATION

DECREASED Customer Satisfaction

FACTS...

- **CONFLICT** is natural, neither positive nor negative. It is!
- **CONFLICT** is an interference pattern of energies.
- Nature uses **CONFLICT** as a motivator for change, creating beautiful beaches, canyons, mountains and pearls.

It’s not whether you

have **CONFLICT**

in your life.

It’s what **YOU DO**

with it!

“Winning and losing are goals for games,
not for CONFLICT.

Learning, growing and cooperating are
goals for resolving CONFLICT.

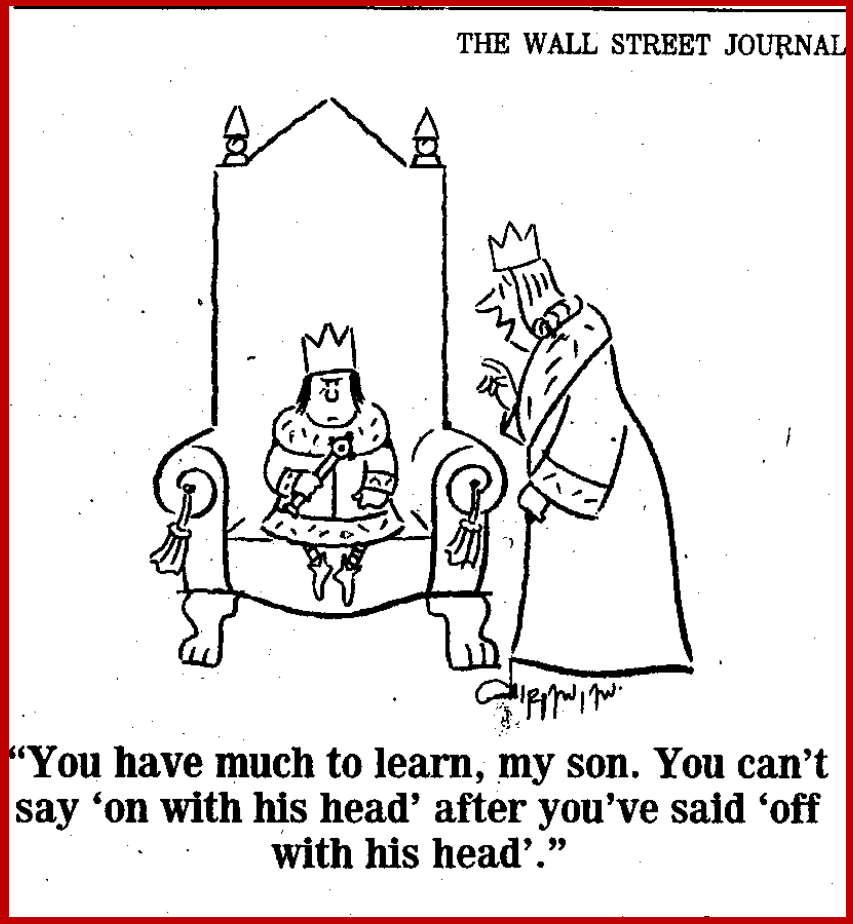
Resolving CONFLICT is rarely about who is right.

CONFLICT begins within.”

—Thomas Crum
The Magic of Conflict

Observations | Interpretations | Feelings | Needs

High Cost of CONFLICT



High Value of COLLABORATION

- Key driver of organizational performance

  2x as significant as new MARKET OPPORTUNITIES

  5x as significant as external MARKET ENVIRONMENT

- Impacts the *gold standards* of performance:

  Profitability | Profit | Sales

Source: Impact of Collaboration on Business Performance by Frost & Sullivan | sponsored by Microsoft and Verizon

Conflict Resolution | COLLABORATION

A return to productivity; pathway to higher performance

RESOLUTION Requires

What it asks of YOU?

What it asks of EVERYONE?

Emotionally Intelligent

Conscious Communicator

Valuing Collaboration

Resolutionary Thinking

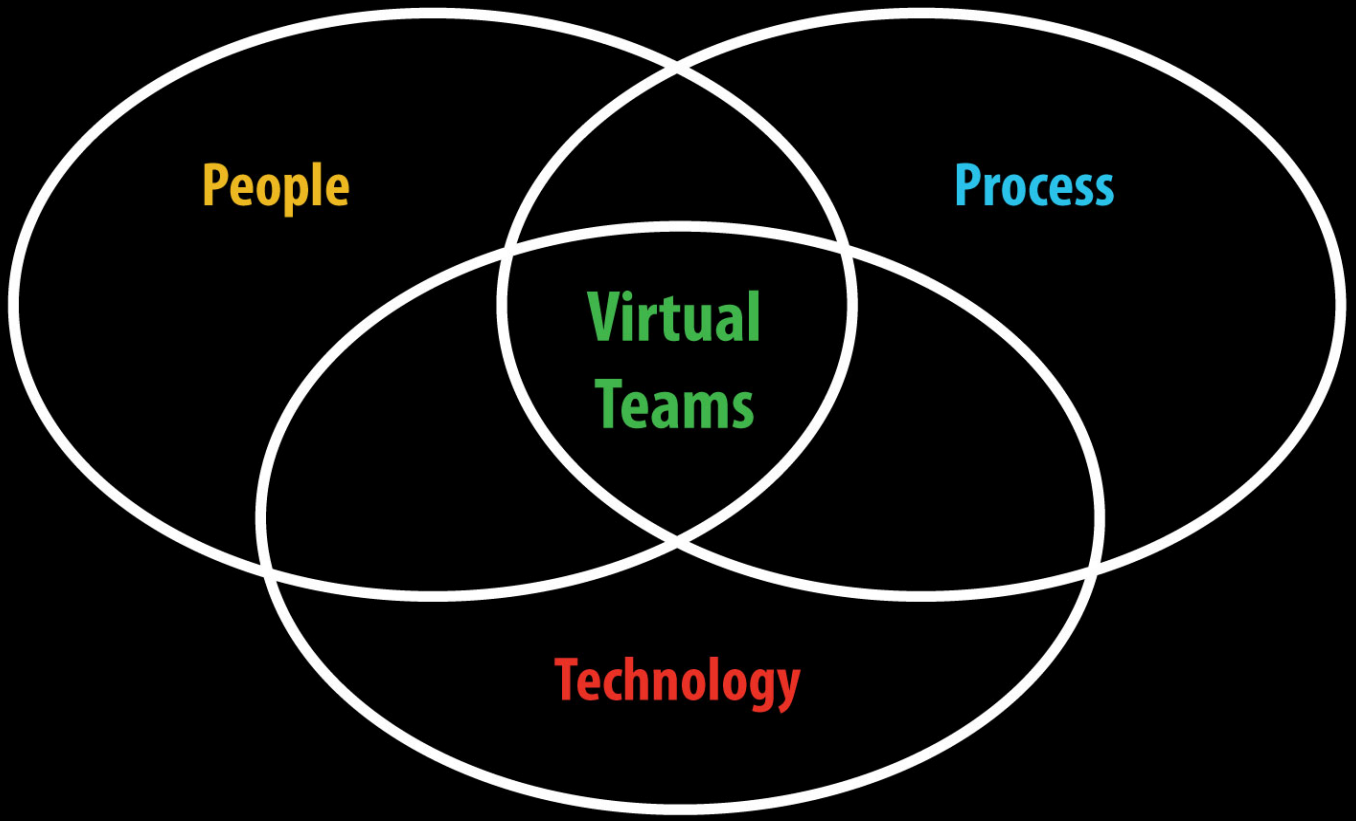
Crafting Agreements for RESULTS

Choosing to CHANGE Behavior

What?

COLLABORATION

A Holistic Approach



Conscious Communication

A critical skill

for everyone

Remember…

You can't take back
the **WORDS** you speak

…or the **ACTIONS** you take.

You Cannot
Unpunch
Someone !!!

Becoming Emotionally INTELLIGENT

Self-Knowledge

Self-Awareness

Self-Regulation

Self-Motivation

Empathy

Social Skills

“If you knew the secret history of those **YOU** would like to punish, you would find a sorrow and suffering enough to disarm your hostility.”

— H. W. Longfellow

Communication TOOLBOX

Recognizing Differences

Responding and Reacting

Use "I" statements

Design - Know | Do | Feel

S O F T E N – Non Verbal

“Don' t Bark Back at Barking Dogs”

Mirroring | Identifying

Buber – Object | Subject

Providing Effective Feedback

Your most POWERFUL TOOL

Your most POWERFUL TOOL

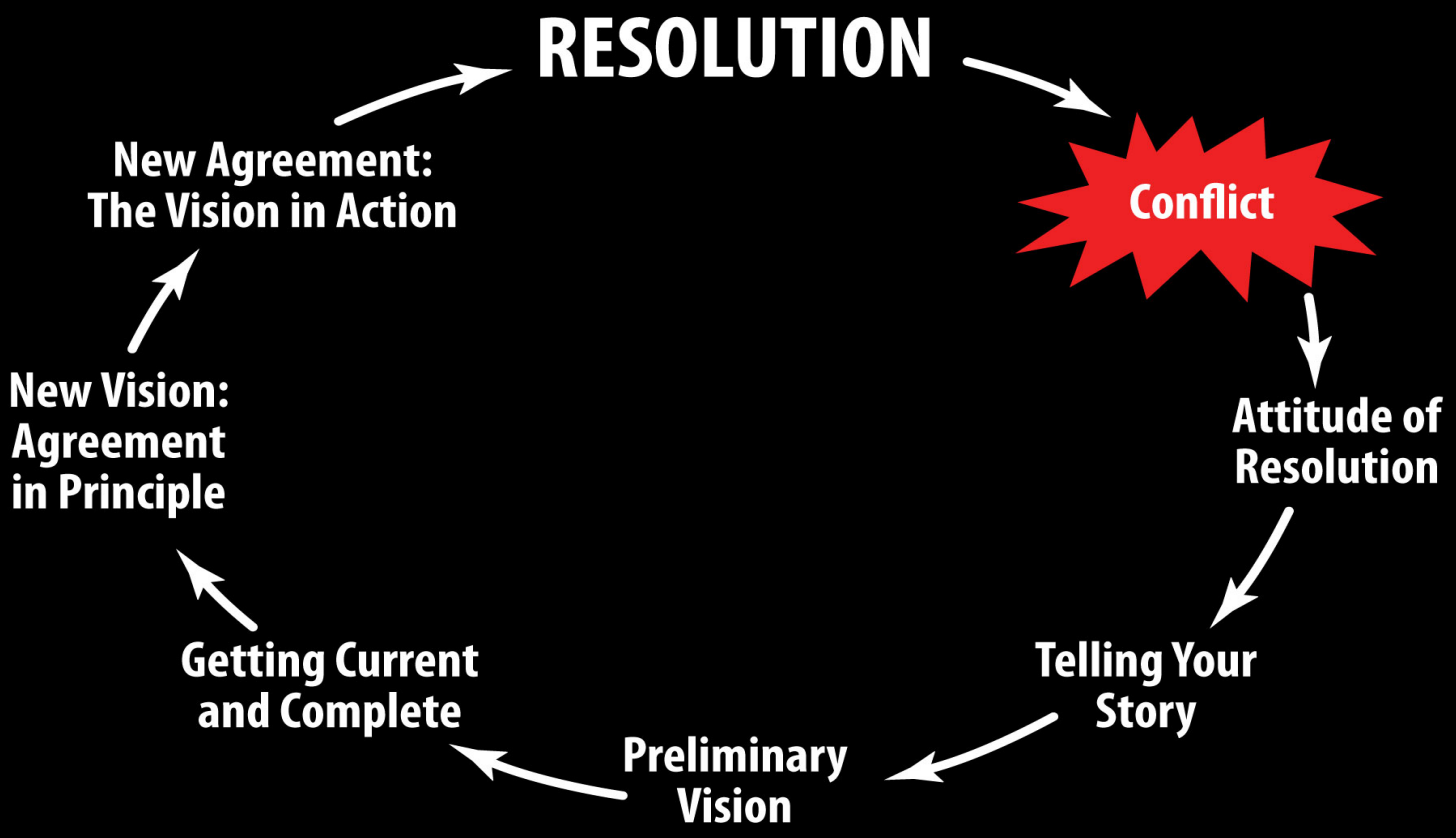
Listening

RESOLUTIONARY THINKING

Abundance	Efficiency
Creativity	Foster Resolution
Open	Long-Term’
Feelings	Disclosure
Learning	Responsibility

RESOLUTION PROCESS

…an ongoing CYCLE of Collaboration



Beginning New

COLLABORATIONS

Laws of Agreement

Laws of Agreement

- Explicit and implicit agreements
- "Sea" of agreements
- Never-learned agreements
- Source of Productivity
- Agreements = SHARED VISION/ Map
- Agreements +++ Chances for Satisfaction
- Practice enables masterful agreements
- Conflict arises
- Breakdowns = opportunity for CREATIVITY
- Resolving Conflicts = New Agreement

Essential Elements for NEW AGREEMENTS

- **Intent and vision**
- **Roles**
- **Promises**
- **Time | Value**
- **Measurement of SATISFACTION**
- **Concerns and fears**
- **Renegotiation | Dissolution**
- **Consequences**
- **Conflict resolution**
- **Agreement ?**

EARS + EYES + HEART

COMMUNICATION

Listening is when you use . . .

to give undivided attention.

" The problem with COMMUNICATION is the illusion that it has been accomplished."

- George Bernard Shaw

Alone we can do so little;

TOGETHER we can do so much.

Helen Keller

Powerful COLLABORATIONS

How?

Actionable IDEAS

COLLABORATION | Conflict

Check YOUR

Attitude

What is your ATTITUDE toward Conflict?

- Where did it come from?
- Is it serving YOU?
- Did you ever make a choice about it?

Take a look at your

Culture

“CULTURE is a “fuzzy” word. A more focused understanding:

Organizational relationships reflect and embody the culture. The sum of relationships is the culture! Relationships reflect web of implicit and explicit agreements that are the organization.”

— Max DuPree

Covental Relationships

What is the CULTURE of your…

Organization ?

Marriage ?

Team?

What is the state of your

Agreements

What is the state of your AGREEMENTS?

With your team ?
With your manager ?
With your organization?

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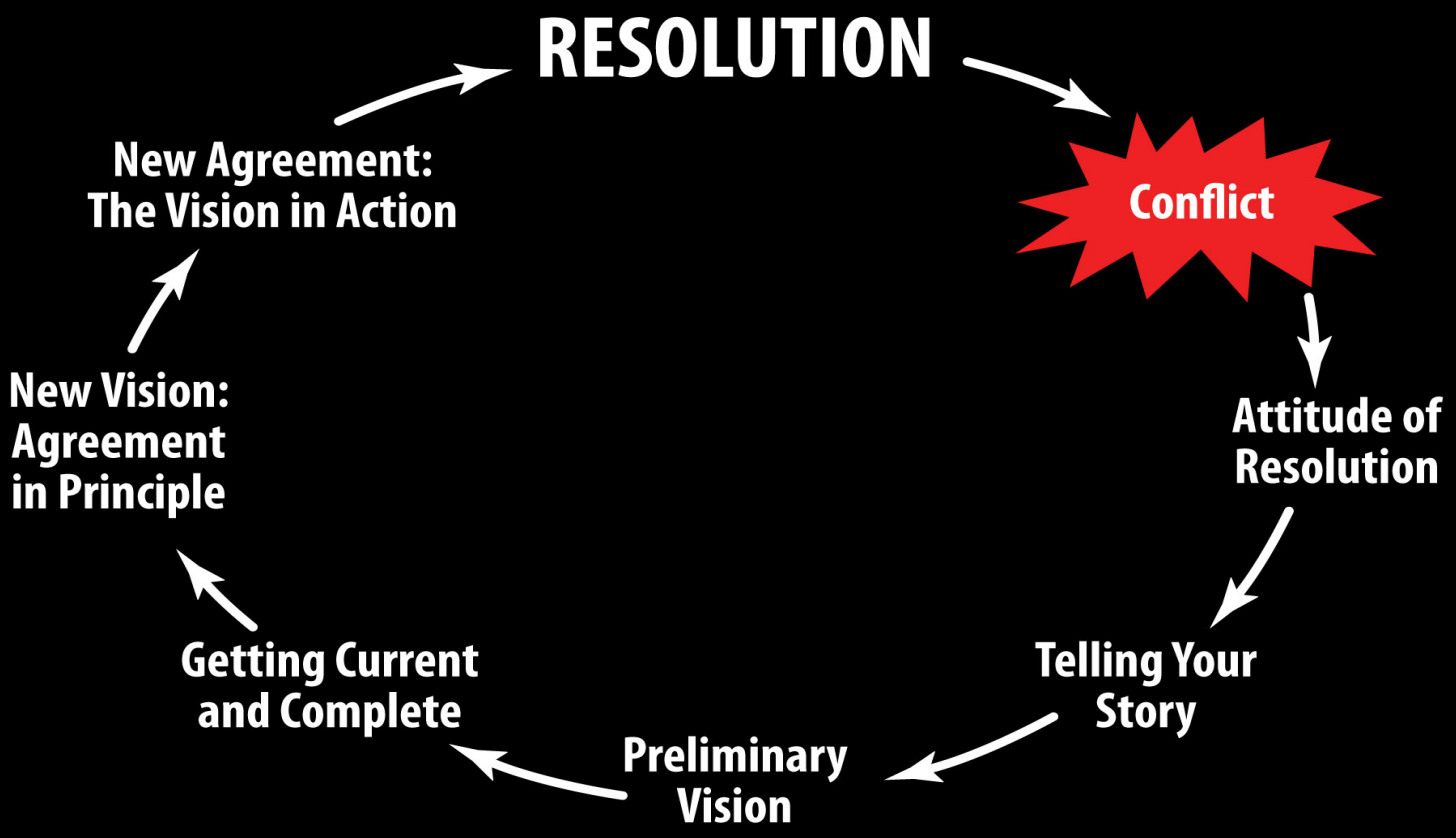

Strengthen Your SKILLS to

Create POWERFUL

Collaborations

Powerful Collaborations
Actionable IDEAS

- Value DIFFERENCES
- Develop Emotional Intelligence
- Allow emergence of "Third Body" in shared space
- Foster CONTRIBUTION of *natural genius*
- Build bridges of shared vision | meaning
- Embrace "Resolutionary Thinking"
- Practice 3 V's awareness | "non-verbal" communication

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