



## 2-Day Workshop Outline

Cross Group Collaboration was developed for teams whose success depends on the results of collaborative efforts with other teams or disciplines within an organization and/or with outside vendors. It recognizes that collaboration can be complex and requires coordination of work with multiple partners, often located across multiple time zones. This is a practical workshop, based on first-hand experience, which provides 10 easy-to-use tools that enable a consistent approach to collaboration among all partners. These tools are designed to be put to work right away (or easily customized) to help teams take control of the complexity that collaboration brings and reduce the potential for the challenges that ineffective collaboration and communication can cause.

In addition to the 10 tools, the heart of the workshop is an engaging simulation which enables each participant to develop an awareness of their role, and to observe the role of others, in the success or failure of collaboration.

The 2-day workshop is an expanded version of the 1-day workshop and also gives participants an opportunity to assess their own current work situation and apply the appropriate tool(s) to improve or enhance their collaboration. Finally the second day allows participants to explore and experience the use of the tools in a second simulation activity.

Anyone at any level of the organization who depends on others to complete work will benefit from this workshop. This includes individual contributors as well as leaders and managers.

Topic	Description
<b>GETTING STARTED</b> Define and assess your situation	Participants assess their current collaborative effort and their role in it. This sets the focus and direction for the 2-day workshop.
<b>COLLABORATION CHALLENGES</b> Identify, prioritize and analyze	Participants brainstorm all the challenges they currently face when working across groups then prioritize the top 3.  Next they analyze the root cause of those challenges and review 25 ideas to determine which ones will help alleviate their prioritized challenges, as well as how the ideas could be customized to meet their team or organization's culture.
<b>SIMULATION</b> Develop self-awareness	Through participation in a simulation, an awareness of cross group work dynamics is developed along with each individual's role in the success or failure of the collaborative effort. A retrospective is conducted on the end result and 10 best practices for collaboration success are introduced. The Troubleshooting Collaboration tool is introduced to determine if this assessment made mid-simulation would have yielded a different or better outcome.



## 2-Day Workshop Outline (continued)

Topic	Description
<p><b>TOOLS TO IMPROVE COLLABORATION PLANNING</b></p> <p>Apply practical tools to effectively plan an upcoming collaboration assignment</p>	<p>Six tools are introduced to improve collaboration in the planning phase:</p> <ol style="list-style-type: none"> <li>1. What’s In It For Me/My Team</li> <li>2. Collaborative Success Definition</li> <li>3. Key Component Definition and Agreement</li> <li>4. Roles/Accountability/Dependency/Escalation</li> <li>5. Communication Planner</li> <li>6. Risk Planner</li> </ol> <p>Participants are given an opportunity to customize the tools to meet the needs of an upcoming collaborative effort and to determine which planning tool(s) they should initiate, based upon their role, to ensure collaboration success.</p>
<p><b>TOOLS TO IMPROVE COLLABORATION WORK AND WRAP-UP</b></p> <p>Apply practical tools to manage your current collaborative effort</p>	<p>Participants have an opportunity to evaluate and customize the 4 tools useful in the working and wrap-up phases of a collaborative effort.</p> <ol style="list-style-type: none"> <li>1. Status Meeting Planner</li> <li>2. Milestone Monitor</li> <li>3. Troubleshooting Collaboration</li> <li>4. Retrospective Planner</li> </ol> <p>They are then given time to apply one or two tools to their current collaborative effort to help mitigate the challenges identified on Day One.</p>
<p><b>INFLUENCE AND COLLABORATION</b></p> <p>Identify your role(s) and effectiveness</p>	<p>Effective communication and management tools and best practices won’t solve 100% of collaboration challenges, influence also plays an important role. We introduce the 4 roles of influence, along with what “effective looks like” in each role, as well as common pitfalls that can occur in each role—so they can be avoided.</p> <p>Participants then evaluate the role(s) they are in for their current collaborative situation to determine what they can influence and whether or not they’re being effective in each role.</p>
<p><b>SECOND SIMULATION</b></p> <p>Identify collaboration success/failure criteria</p>	<p>A second simulation is run so participants can experience how the tools can improve their collaborative success and/or identify familiar behaviors that can result in collaboration failure when time pressure is applied.</p>
<p><b>ACTION PLAN</b></p> <p>Determine next steps</p>	<p>From the list of 25 ideas, 10 best practices and 10 tools, participants choose 3 that will help them alleviate the top 3 challenges identified at the beginning of the workshop.</p>

This workshop was developed by Solutions View, Inc. [www.solutionsviewconsulting.com](http://www.solutionsviewconsulting.com)