

CLICK! - THE ART OF COLLABORATION



Have you ever wondered why it seems so difficult to collaborate and communicate with some people and so easy with others? Can you recall an occasion where things just “clicked”? Wouldn’t it be great if all of your interactions with others worked that way? In theory, the idea of collaboration sounds ideal. In practice, working together can be time consuming, frustrating, and unproductive at times. This workshop is to help participants understand the

impact that their communication skills have on other people. They will also explore how improving these skills can make it easier for them to create positive relationships, communicate, and collaborate better in the workplace.

OBJECTIVE:

We integrate adult learning principles into our training by incorporating individual exercises, role-play, teamwork, skill practice, feedback, and evaluations. This workshop will can be customized to include relevant language, role-plays and exercises that are realistic for your organization. At the conclusion of this program, participants will be able to:

- Learn how to create (and maintain) positive working relationships
- Identify common communication problems that may be holding them back
- Articulate the value of collaboration
- Build consensus and leverage synergy through effective collaboration
- Increase ability for generous listening
- Identify the do’s and don’ts of feedback
- Explore the guidelines for effective feedback
- Learn how to deliver difficult conversations with others
- Practice and develop feedback skills
- Set goals for action planning and accountability of transfer of learning

WORKSHOP AGENDA

Getting Started

- Introductions
- Objectives
- Overview/Agenda

Creating Positive Relationships

- Participants will explore ten ways to build positive relationships, including using uplifting messages.

Growing Self-Awareness

- Our confidence in our ability to express ourselves well and to keep our composure in difficult situations can be a crucial asset in the workplace. In this section, participants will complete a self- assessment to provide insight to their communication strengths and opportunities.

Communication Barriers

- After a large group case study, participants will work in small groups to discuss barriers to communication. Participants will also complete a short exercise to help them develop a habit of mindfulness.

Essentials for Collaboration

- Participants will learn tools to encourage collaboration and procedures for leveraging the ability to work together to produce synergistic results.

Generous Listening

- Learning the art of Generous Listening
- Listening Factoids
- Common Roadblocks to Listening

Giving Feedback

- The Value Stream - Creating the right environment and culture
- Understanding the Value of Feedback
- Dos and Don'ts of Feedback
- The Feedback Method
- Accepting and Avoiding Feedback
- Top Seven Guidelines for Giving Praise
- Delivering the Difficult Conversation

Pulling it All Together

- Practice the tools from the workshop
- Action Planning for ongoing commitment
- Review, Q&A, Wrap up

LENGTH OF SESSION:

One-day workshop