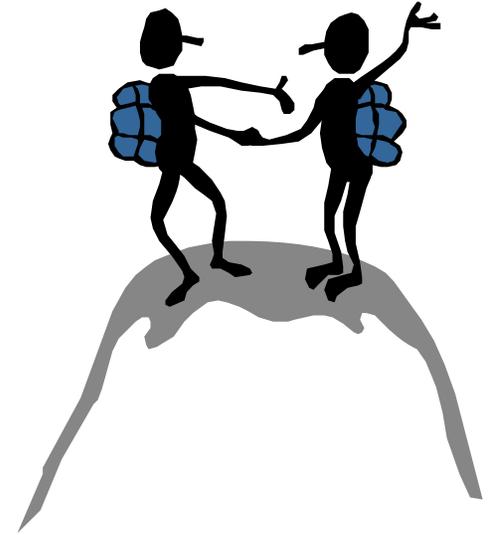


Cross Group Collaboration



*Practical Tools to Increase
Effectiveness among Teams
and Individuals*

Stacey Dickinson
www.practicalleader.com

How do You Define Cross Group Collaboration?



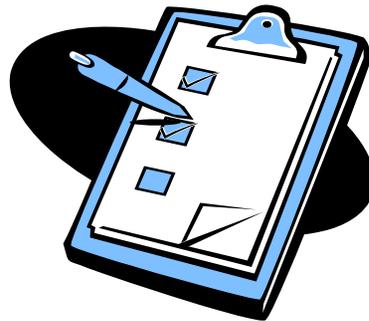
The “Different” that Makes a Difference in Collaboration

- Job Disciplines
- Management chains
- Customers
- Goals
- Priorities
- Time Zones
- Companies: Outside vendors or partners
- Cultures



Identify Challenges When Working Across Groups

- At your tables, brainstorm all the challenges you face on flip chart paper
- Prioritize the top 3 most frustrating challenges



Collaboration Challenge TRICs

- Cross Group Challenge “Types”

- **T**racking/Reporting
- **R**isk/Change Management
- **I**ncentives
- **C**ommunication

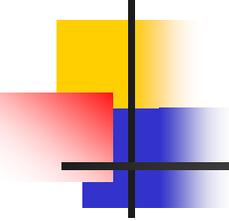
- **Review your list of challenges:** Which TRICs apply ?



Why Bother?

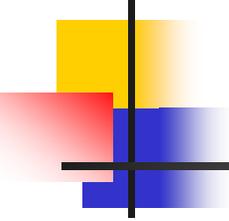
What are the Benefits?

- Improved cost recovery
 - Efficiency gains
 - Eliminate redundancy
- Improved product or service quality
- Increased customer satisfaction
- Improved “brand” perception
- Increased network of contacts



So, there are benefits...

- What do we do about the challenges?
 - Whine
 - Blame
 - Develop self awareness of your behaviors in cross group situations that contribute to the challenges
 - Be proactive and take action

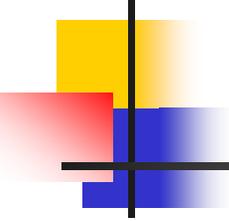


Use the Cross Group Collaboration Tools

- Planning Phase
 - WIIFM
 - CSD
 - Gaining Agreement
 - RADE
 - Communications Planner
 - Risk Planner
- Working Phase
 - Collaboration Meeting Planner
 - Milestone/Acceptance Criteria Monitor
 - Troubleshooting Collaboration
- Wrapping Up—Post-Mortem Planner

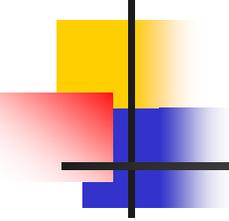
Challenge: Different Goals and Priorities





Tool: Collaborative Success Definition (CSD)

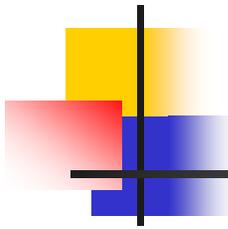
- What is the shared vision and top 3-5 focus areas?
 - What is the shared measure of success?
- Who are your (prioritized) customers?
 - What is their priority?
- Who are the collaborators?
 - What is their priority? Other customers?
 - Acceptance Criteria with Milestones
 - What is your development or service cycle?
- Who are your competitors?



Register for the Workshop

- March 8th at Construx in Bellevue
 - 9am – 5pm

[//www.construx.com/training/courses/Collaboration.php](http://www.construx.com/training/courses/Collaboration.php)



Parting quote...

In the absence of information,
the mind “fills in the blank” and
it's rarely positive.

John Fine (?)

(Or, it's overly optimistic.)

Stacey Dickinson