How do I maintain 'freshness' & engagement in my organization?

Collaboration requires engagement.

The Servant Leader's Way

...to Building Collaborative Relationships

Presented by Olivia Molnar

Oh, crap! Was that TODAY?

Task vs. Relationships

A Critical Question?

How do I maintain 'freshness' & engagement in my organization?
Lean Into Collaboration
A journey of character

Culture +/- ratio
Interpersonal
Personal
Tap Group
Wisdom

Be a Conscious Collaborator

Collaboration Is...

...creating a culture with diverse stakeholders and individuals working together to achieve common goals.

Collaboration seeks to create a culture where people feel "on-side", where divergent views are expressed and explored. Where we are not defending silos, but attempting to create common good and where trust is high.

Complex problems require the wisdom of the group.
Practicing Collective Group Wisdom

Conditions for Creating Collective Wisdom

1. Diversity of Opinion
2. Independent thinking
3. Decentralization
4. Aggregation of Ideas

Tapping Generational Wisdom

Invest in Me
Respect Me
Value Me
Mentor Me
Diverse Opinions

- Wisdom of Crowds, James Surowiecki
4 Critical Questions for Collaboration to be Effective

- What does each group/individual want to accomplish?
- How can we create a safe place for ideas to be shared and explored?
- Who needs to be at the table?
- How do I show up to collaborate? What do I need?

Is Winning All That Counts?

5 Conflict-Collaborative Styles

Studies indicate that people find it difficult to resolve conflicts in ways that strengthen relationships.

- Accommodate: I Lose, You Win
- Compromise: We Both Win, We Both Lose
- Avoid: I Lose, You Lose
- Compete: I Win, You Lose

HIGH
MEDIUM
LOW

Importance of outcome

75% split
AVOID- I Lose, You Lose

Side-stepping or withdrawing from the conflict situation

When have you seen Avoid?

• When you prevent/postpone conflict, it remains unresolved and neither party wins.

• Short-term strategy for buying time and figuring out how to handle the conflict

When someone is tired, stressed or angry

ACCOMMODATE- I Lose, You Win

Putting aside your needs and desires and acquiescing to the other person’s requests or demands.
When have you seen Accommodate?

- The other party should recognize you gave up something of value (cooperative vs. weak)
- Reframe from: “whatever you say” or “it doesn’t matter to me”

When someone you care about has a stronger interest than you do in the outcome

COMPROMISE—We Both Win, We Both Lose

Resolving the conflict quickly and efficiently by seeking a fair and equitable split between the two positions.

What’s Your Conflict Handling Style?

…Do you split the difference?
When have you seen Compromise?

- A degree of trust needs to be present or when the facts of the ‘real’ need are mutually understood

When splitting the difference quickly it is more important to move through the conflict efficiently than to seek an outright win/win solution

COMPETE- I Win, You Lose

Seeking to win your position at the expense of the other party losing theirs.

If you are competing you can’t be collaborating.

If you are collaborating you are completing & complimenting each other.
When have you seen Compete?

- Can be detrimental when overused - ‘winning at all cost’ strategy
- Can affect relationships

Used to resolve conflict quickly - When a quick decision is crucial or where there can only be one ‘winner’

COLLABORATE - I Win, You Win
Cooperating with the other party to try to resolve a common problem to a mutually satisfying outcome.

When have you seen Collaborate?

- When you join with the other party to compete against the situation, instead of each other.
- Each side must feel that the outcomes gained through collaboration are better than they could achieve on their own.

When both parties have a legitimate need or interest at stake and you care about their interests as well as your own.
What does your house of collaboration look like?

Every nail you hammer, every door you hang you are building the house you have to live in.

Collaborative Cultures have a Strong Positive to Negative Ratio

Each 2% increase in employee cheerfulness results in a 1% increase in revenue.

Daniel Goleman - Emotional Intelligence

The Servant Leader's Way

“in my view of the world there are people whom I would call ‘spirit carriers.’ Servants who nurture the human spirit are ‘spirit carriers’.

~Robert Greenleaf
For Olivia McIvor’s books and products that help facilitate personal, professional and organizational change please visit

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