

## **American Management Association's How to Win at Collaboration: 5 Steps to Success**

### ***Learning Objectives***

- Understand the Meaning and Importance of Effective Collaboration in Today's Complex Work Environments
- Define and Differentiate Cooperation, Coordination and Collaboration
- Gain Awareness of the Five Key Behaviors Research Shows Strongly Correlate to Effective Collaboration
- Identify Your Individual Collaborative Strengths and Areas for Development Including What It Means to Go "Above and Beyond"

### ***The Need for Collaboration***

- Understand How Collaboration Is Necessary in Today's World
- Determine Where Collaboration Is Integral to Your Success

### ***Differentiating Collaboration***

- Understand the Distinctions and Relationships between Collaboration, Cooperation, and Coordination Concepts
- Recognize How Each Concept Drives Different Behavioral Mechanisms
- Understand the Course Model for Collaboration Behaviors

### ***Assessing Your Collaboration Q***

- Understand Personal Collaboration Q
- Form a Preliminary Assessment of Where It Can Be Improved

### ***Planning and Monitoring Behaviors***

- Understand How Mutual Planning and Monitoring Are Essential for Collaboration
- Use the Disc® Assessment to Understand How Personality and Roles Relate
- Understand Role and Goal-Setting Theories
- Understand the Monitoring Process

### ***Problem-Solving Behaviors***

- Understand How Problem-Solving Is Unique Criterion for Collaboration
- Understand Dual-Concern Theory
- Understand Joint Problem-Solving Process

### ***Supporting Behaviors***

- Understand How Supportive Exchanges Are Essential for Collaboration
- Understand “Support” and How to Differentiate between Instrumental and Emotional Support
- Understand the Different Types of Helping and How It Differs from “Support”

### ***Accountability Behaviors***

- Understand the Factors That Create Social Loafing
- Understand the Interrelationship between Goal Acceptance and Accountability
- Understand the Accountability Building Process

### ***Communicating Behaviors***

- Understand the Communication Model
- Recognize Problem Areas and Impediments to Clear Communication in Collaborations

### ***Moving Forward with a Collaborative Mindset***

- Develop an Action Plan to Apply to a Specific Collaborative Challenge