

HOW TO START

# Collaborating

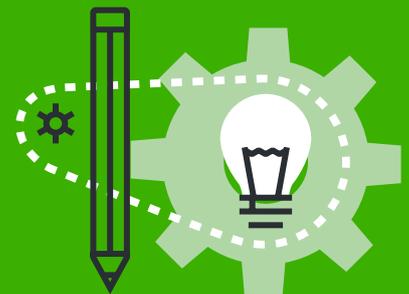
WORKSHOP

**By Stuart Rance**

ITSM and Security Consultant, Trainer, and Author

---

The purpose of this workshop is to help you start collaborating with other teams in your organization. You may also be able to use the ideas to start collaborating with third parties, but it's best to learn how to do this internally first.



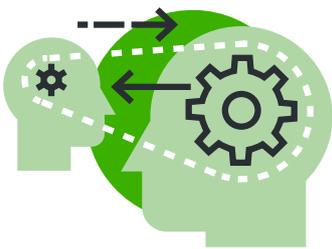
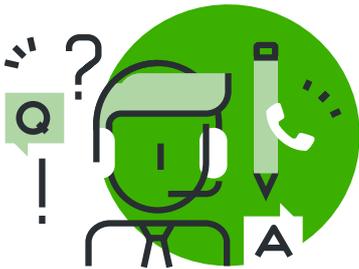
## TASK 1

# Identify Possible Collaborators

Working initially within your own team, list all the other teams that you interact with, and think about how well you work together. Think about any teams where relationships can sometimes be problematic and where this tends to have a negative impact on your work. For each of these teams, identify:

- ◆ What they expect of you
- ◆ What you expect of them
- ◆ How frequently you interact
- ◆ How frequently you have conflicting purposes

Use this information to help you decide which team to approach first about working collaboratively. This should be a team that you work with frequently, and where you currently have issues caused by the way you interact.



## TASK 2

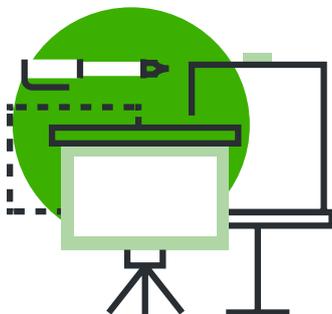
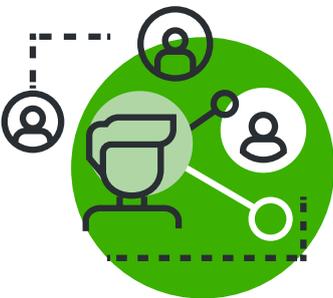
# Schedule a Collaboration Workshop

You should do this in person, if at all possible, rather than by email or other electronic means. Explain to the leader of the other team that you want to improve collaboration between your teams, to help both groups work better.

Ask them to watch [Joe's video about collaboration](#) so they know what you're trying to achieve, and get them to bring as many of their team to the workshop as possible. Ensure you bring a similar number from your own team so that the workshop is balanced.

To run the workshop, you'll need:

- ◆ A room big enough to hold all the people
- ◆ A whiteboard and pens
- ◆ Someone to take notes and make sure contributions are recorded
- ◆ Lots and lots of enthusiasm



# Identify a Common Goal

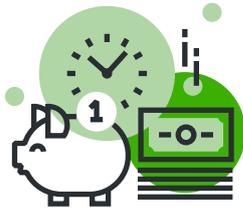


This is crucial. If you can genuinely agree on a common goal, then collaboration can be relatively easy to achieve. Don't be tempted to skip this stage; if you can't identify a common goal then it may be very difficult, if not impossible, to establish effective collaboration.

Get people in each team to briefly summarize their main activities, and what they need from each other. Make sure you let the other team go first to demonstrate that you're actively interested in understanding their concerns. Then facilitate a discussion to establish WHY the teams carry out these activities, and what benefits these bring to the overall organization.



Think about the concepts value, outcomes, costs, and risks to help you identify organizational goals that might provide ideas about your common goal:



- ◆ **Value** – the benefits that your customers receive as a result of using the services you provide. Think about value to the external customers of your business, as well as the value to internal customers.

- ◆ **Outcomes** – the results that your services enable your customers to achieve. For example, an email service may enable your sales people to send proposals to external customers; these outcomes create the value.

- ◆ **Costs** – the cost to both IT and their customers for creating and using the service. How do your activities help customers and IT to manage costs?

- ◆ **Risks** – the risks the service helps to manage, and also the risks created by the service. Think about what these risks may be; you could also think about things you do to manage or reduce these risks.



## WHAT IF YOU CAN'T IDENTIFY A COMMON GOAL?

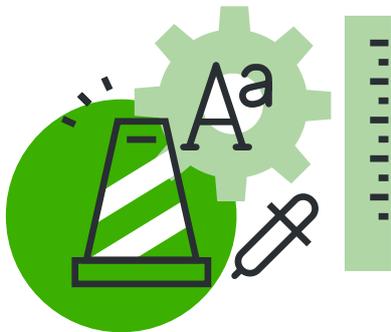
If your workshop includes two different teams from the same organization, then there will ALWAYS be a common goal that you are working towards.

If you can't identify a common goal by talking about what your teams do, then start by discussing the overall mission and vision of the organization. After that, work out how you jointly contribute to that mission and vision.



# Identify and Manage Obstacles

TASK 4



Go round the room asking each person to identify one reason why the common goal might be hard to achieve. Write these down on a flipchart or whiteboard. Keep going until people run out of reasons. Then go back round asking the person who identified each reason to say what can be done to manage that obstacle. You'll be absolutely amazed at how easily people can identify how to fix the issues they raised!

# Document Next Steps

TASK 5

To finish off the workshop, document all the activities identified as a result of the previous steps, with owners and due dates. Share these meeting/workshop minutes with all the participants. Make sure everyone understands how collaborative work will benefit all the teams.

Above all, before wrapping up the workshop, decide how you are going to follow up to ensure that people do the tasks they agreed on.



*When you see how effective your first collaboration is, I expect you will want to run additional workshops to establish collaboration with other groups. You can keep doing this until everyone in the organization is collaborating together to achieve common goals.*

**GOOD LUCK!**