

Collaboration Critical to IT Success

Collaborative cultures are created through intentional strategies that are carefully executed. Successful leaders recognize that most of our formal learning - kindergarten through college - has created and reinforced some bad habits and behaviors. While growing up, many of us learned that it was more important for us to achieve as individuals vs. as a team because that's how we were trained, graded and subsequently rewarded.

In the workplace, this thought process has directly translated into people doing whatever it takes - even if it is counter collaborative - to build their territories and protect their turf. It comes as no surprise that many IT organizations are still struggling with a silo mentality, dropped batons, finger pointing and blame games - all of which negatively affect IT's ability to deliver results and the perception the business has of IT's value.

Computerworld Editorial Director Don Tennant, commenting on this year's "100 Best Places to Work in IT" companies notes, "the theme that jumped out at me is the value that

Collaboration Workshops

IT leaders who are committed to building and sustaining a more collaborative workforce and culture are leveraging O&A's "Collaboration in Action" workshop. According to Gwen Walsh who has tailored and delivered this workshop to clients across the country.

In addition to sponsoring this highly interactive workshop on-site, IT leaders also have

top IT shops place on collaboration and interaction." According to Tennant, "81% of the 31,317 IT workers from this year's 100 Best Places who responded to the employee survey said they work in a team-oriented company or department. 95% of those respondents said that they have good relationships with their co-workers." This is the 15th year Computerworld has sponsored the "100 Best Places to Work in IT" survey.

Senior consultant Gwen Walsh, the developer of O&A's popular "Collaboration in Action" workshop says, "Successful leaders take a very targeted approach to retrain people to think and behave differently - to adopt 'we're in this together', and 'if one of us fails the client - we all fail the client' mindsets.

These same leaders not only 'walk the collaborative walk' but they additionally leverage an arsenal of collaborative best practices in order to achieve their desired end result - where every team member - leaders and employees alike - are rowing in the same direction - toward the same, common goal - and doing whatever it collectively takes to help their clients achieve success!"

Walsh is a former CIO and a contributing author of O&A's soon-to-be-released book titled Leading IT Transformation - The Roadmap for Success (Kendall/Hunt).

the ability to participate in two limited enrollment, public workshop offerings:

**St. Louis, MO -
September 22-
23, 2008**

**Omaha, NE -
October 21-22,
2008**

To learn more about these workshops or to reserve space for you and members of your team, please call **800-878-4551** or email:

tdinu@ouellette-online.com

Why Create a Collaborative Culture?

Most of us have heard the catch phrase "do it faster, better, cheaper!" A smaller team of highly collaborative employees can, hands down, consistently out perform a larger team of non collaborative employees. Why? Non collaborative or dysfunctional teams introduce a set of behavioral dynamics that impede progress and impact bottom line results.

Meanwhile, collaborative team members are equipped to:

- **Bring a positive attitude and intentions to each interaction**
- **Behave in a non-defensive manner**
- **Think and react rationally**
- **Communicate openly, honestly and candidly**
- **Build strong, enduring partnerships based on trust**
- **Listen, understand and constructively debate**
- **Take responsibility and accountability**
- **Know their shortcomings and enlist the help of others to fill talent/skill gaps**
- **Understand and embrace the importance of playing well in the sandbox with others**
- **Problem solve and negotiate**
- **Swiftly and effectively work through constructive conflict**
- **Adopt a "power of choice" mindset**
- **Focus on the customer and company agenda**