

# Adventures of Creating a Collaborative Workplace

By: Carol Bowser

**Adventure:** Defined as an exciting or unusual experience. It may also be bold, usually risky undertaking, with an uncertain outcome.

**Collaboration:** Is easy when there is nothing to lose, everyone agrees, or no one cares.

So why is it tough?

- Cat Herding
- Silo Smashing
- Bridge Burning

Collaboration Myths:

Collaboration Facts:

Blocks to Collaboration:

Cooperation:

Cooperation cannot be obtained without \_\_\_\_\_.

No \_\_\_\_\_ = No \_\_\_\_\_.

\_\_\_\_\_ derives from quality of \_\_\_\_\_ and quality of \_\_\_\_\_.

Conversation:

My thoughts:

Insights from group debrief:

**Without questions there is no true cooperation, only compliance.**



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## Tool Kit of Questions That Work

### 1st: Figure out what to say

#### When Seeking Feedback

- “Why not do it this way?”
- “What would be wrong with this approach?”
- “What if.....”
- “What would you suggest I do?”

#### Diving Deeper in the conversation

- “What would you say to my department?”

#### Getting tough and Honest about Driving toward solutions

- “What makes that fair?”
- “What, specifically, prevents you?”
- “What exactly is the obstacle that you see?”
- “What would have to happen for you to be able to?”
- “Can you tell me what part of this you are ok with?”
- “What one word comes closest to describing what you are thinking?”

#### Testing Assumptions

- “Did someone say something or was that your impression?”
- “Do we have to do it this way?”
- “What if....?”

#### Breaking out of the Box

- “How can we have the most fun exploring the possibilities?”
- Visioning: What do we want? What would be the ideal?
- Exploring: What assumptions can we challenge? What would be different?
- Experimenting: How can we combine existing elements in a new way?
- Modifying: How can we improve what has been done before?

#### Making reasonable requests

- “What happens if we both agree to....?”
- “Does that sound fair to you?”

### 2nd: How to say it

Tone-Pitch-Pacing-Volume-Inflection. Ending on a down beat.





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## Resources

Empathy.com

Managingconflict.com

*The Power of a Positive NO: How to Say NO and Still Get to YES*  
ISBN:978-0-553-80498-0

*The Art of Focused Conversation: 100 Ways to Access Group Wisdom in the Workplace*  
ISBN: 0-86571-416-9

*Taking the War Out of Our Words: The Art of Powerful Non-Defensive Communication*  
ISBN: 978-0-9820518-5

*Appreicative Inquiry: A Positive Approach to Building Cooperative Capacity*  
ISBN: 0-979-7880-2163-2

*Questions That Work: How to Ask Questions that will Help you Succeed in Any Business Situation*  
ISBN:0-8144-7077-7

