



## Top 10 Actions to Improve Collaboration across Your Organization

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Maximized collaboration drives accountability, employee morale, customer loyalty, and improved processes. The result is a maximized bottom line! Only the most successful companies master the elusive skill of collaboration. Effective collaboration is best accomplished when a number of company functions are in alignment.

### Create a culture that encourages employee interaction

The more people interact, the more we can identify root causes of poor communications as well as inefficient processes.

### Develop job descriptions

When everyone is clear on responsibilities, they are more able to identify the appropriate person with whom they should work to solve problems.

### Implement performance appraisals

Periodic reviews provide an environment for constructive feedback on mutually understood goals and objectives. Implemented from a 360 degree perspective extends the collaborative activity across the organization. 360 degree feedback is when each person is reviewed by him/herself, a supervisor, a few peers, customers and subordinates.

### Teach systems thinking

Even in a small organization, it is easy to fall into the silo effect. One person hands off part of a process to another person and doesn't look back. Little effort is made by both people to work together to question the current process and take joint accountability. Systems thinking is a way of approaching business where everyone looks at the whole, not just at their own role.

### Learn what makes your people "tick."

When we understand each person's drivers, frustrations, strengths and joys, we are better capable of meeting their needs, as well as ours. This opens lines of communication in much the same way an interpreter between two distinct languages does.

### **Provide “group” continuous improvement opportunities**

Assemble cross-functional groups that can work on projects tied directly to the company’s vision and strategy. Not only will processes be improved, the group will also be practicing collaboration, and meet the objectives more effectively - and in the long-term, more efficiently.

### **Learn and teach the practical language techniques that motivate and inspire**

Just because we’re required to collaborate or work in teams certainly does not mean we’ll be effective. Train your employees to communicate in effective ways - paying close attention to their audience, the channels they use and the message they send.

### **Improve the emotional intelligence of your organization**

The majority of what makes you successful has to do with your EQ (emotional quotient), not your job skills. Emotional intelligence naturally improves communication and encourages people to respond in ways that are less emotionally driven.

### **Ensure your people are aligned with the company’s value system**

Employees who are aligned to the value system are more satisfied, and create more harmonious work environments for others. If you have an employee who is highly productive but does not align to the value system, you are often losing productivity somewhere else.

### **About VerbalWise**

VerbalWise is a firm focused on the activities that lead to improved collaboration. Maximized collaboration drives accountability, employee morale, customer loyalty, and improved processes. The result is a maximized bottom line! Contact us to see how to make your company’s future bright!