



IBM Systems and Technology Group University 2005

Collaboration

The Essence of Teamwork

Mark Meredith
IBM Learning Americas
T/L 558-5043 / meredith@us.ibm.com



ON DEMAND BUSINESS™

© 2005 IBM Corporation

Collaboration Session Objectives

- **Experience it**
- **Define it**
- **Apply it**



Experience it



Objective:

Customer wants 5 squares all the same size on each of the 5 tables

Rules:

- 1. Each team will get 5 envelopes containing geometric shapes**
- 2. Each team may talk among themselves**
- 3. Only team leaders may leave their seats to talk with other team leaders**

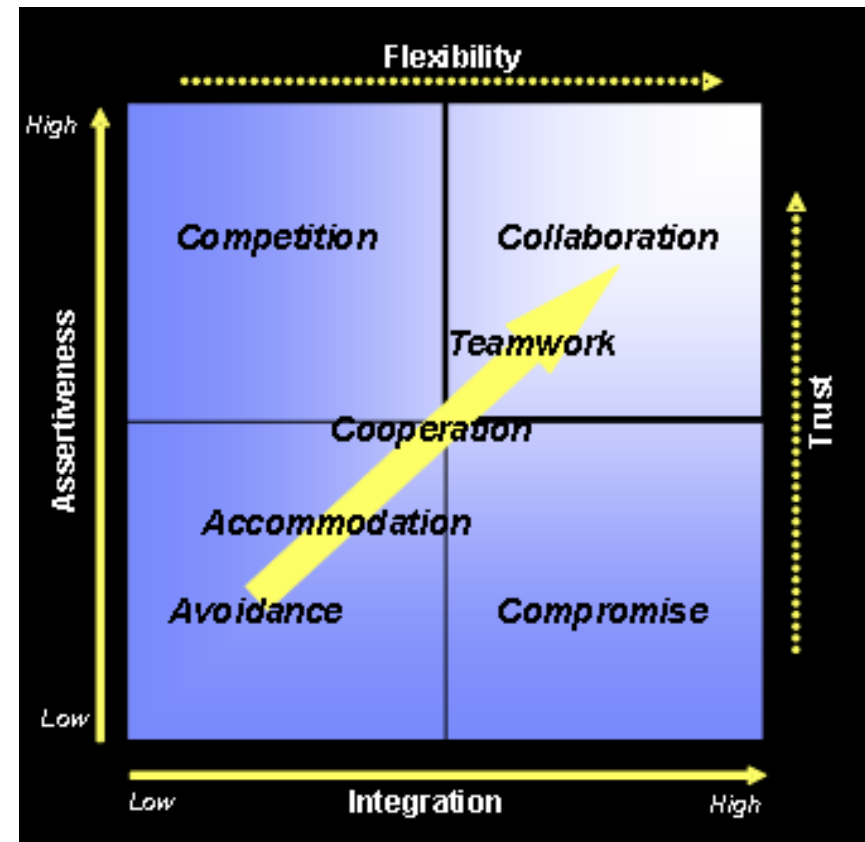
Table Group Questions

- **What behaviors did you observe in yourself and others during the exercise?**
- **What obstacles got in the way of creating the solution?**
- **What occurred which helped drive everyone towards solving the puzzle?**
- **How would you define collaboration?**

Collaboration

An interaction between two or more individuals to achieve an intellectual outcome that cannot be achieved by their independent actions.

An added essence of teamwork!



3 Key Skills – Essence of Teamwork

- Manage Complexity
- Deal with Ambiguity
- Communicate on a variety of levels

*Harvard Management Update
Newsletter, Jan. 2000*

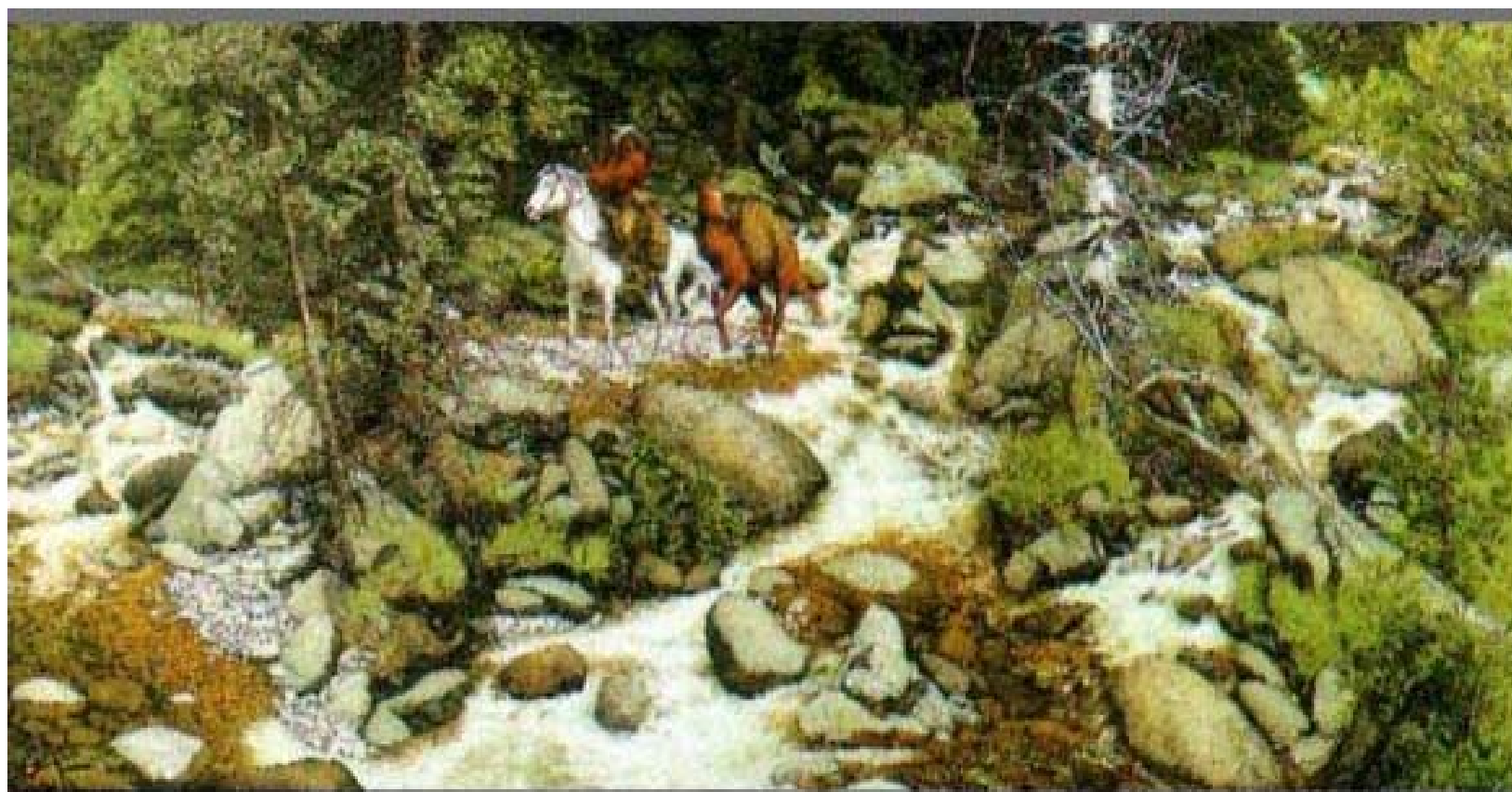




Apply It

- **As a result of attending this session, what 2 things am I going to begin doing (or stop doing) to be more collaborative?**







Chinese verb to listen



A King/Queen, in order to be a true leader, must listen with ears, eyes, and heart ... giving people undivided attention.