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Closing Activities: Collaboration and Communication

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Constructing Foundations for Success:
Implications of the
National Mathematics Advisory Panel Report



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Outcomes:

Participants will examine the concept of filters and note some of the results of filters that are counterproductive in effective communication.

Participants will examine several communication techniques and determine whether they use the techniques effectively in their work setting.

Participants will identify their propensity toward change and examine how their change behaviors affect others.

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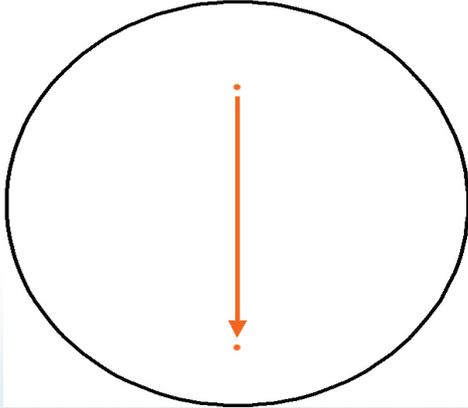
As we work to implement the plans we have made over the past 2 days, the most crucial elements of success lie within us.

Our ability to communicate well and collaborate effectively will be essential.

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Ways Organizations Work Together

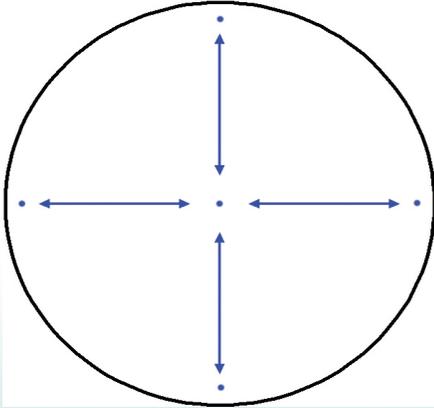


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Network



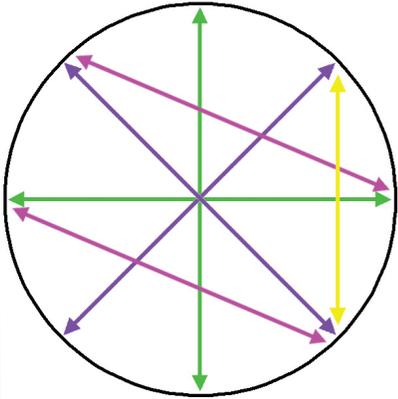
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The diagram shows a circle with a central point. Four blue double-headed arrows originate from the center and point outwards towards the top, bottom, left, and right edges of the circle. Small blue dots are placed at the ends of these arrows where they meet the circle's circumference.

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Collaborative



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The diagram shows a circle with a central point. Multiple double-headed arrows of different colors (green, purple, yellow) originate from the center and point outwards in various directions towards the circle's circumference. There are four green arrows, four purple arrows, and one yellow arrow.

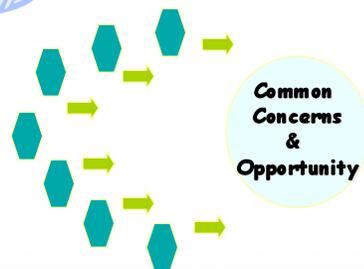
What is Collaboration?

- Working together to accomplish more than any one person or department can do alone
- Newer, never before seen opportunities emerge
- It requires a Beginners Mind in dealing with all things
- It concentrates on the positive in order to build something new

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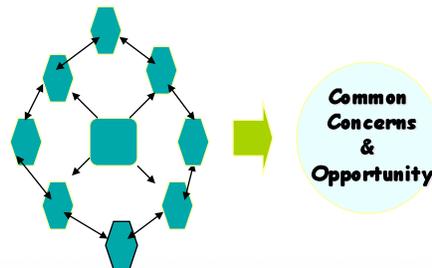


The Collaborative Vision



Old Way

Individuals, Offices or Divisions not communicating but hoping to successfully reach the same goal



Collaborative Way

Individuals, Offices or Divisions retaining their individual identity but linked in a common vision and empowered by a facilitator or facilitation team

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Why Collaborate?

- Much more can be accomplished than doing things alone.
- It reduces the tendency to reinvent the wheel.
- Fewer resources are used more effectively.
- It builds real power in the group.
- It brings results of 40, 50, 100 fold.
- It encourages the use of complementary gifts.

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Key Elements of Lasting Trust

- Do we share a common vision?
- Do we share common values?
- Do we have each other's best interests at heart?
- Are you/am I competent?
- Are you/am I reliable?
- Are you/am I dedicated to common goals?

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What Will It Cost?

- **Openness:** To others, to the potential of working together rather than going it alone
- **Time:** To build and maintain the relationships of trust needed for effective collaboration
- **Resources:** Time for team participation, money, commitment to joint effort
- **Vulnerability:** Readiness to disclose both strengths and weaknesses of our work—join hands with others to accomplish more
- **Risk:** Reduced “control,” dependence on others not directly under your authority, possible security questions

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Communications: Quick and Basic

It is not sufficient to know what to say, one must know how to say it.

Aristotle

The man who can think and does not know how to express what he thinks is at a level of him who can not think.

Pericles

Communications is a perpetual process.
Everything you think, say, do, is a part of
the continuous communications process.

Sometimes it's better to stay
silent and let people think
you're a fool than to open your
mouth and remove all doubt.

Mark Twain

Forms of Communication

- Listening
- Speaking
- Reading
- Writing
- Observing

Variables of Communication

- How you see yourself
- How you see others
- How you feel
- How think (assumptions, beliefs)
- How you behave (expressions, gestures)
- How you dress



In the 4th Century BC,
Aristotle wrote ***Rhetoric*** and
used five Greek words to
outline the communications
process:



Ethos (Character)—establishment of
reputation with the receiver. Must be
trustworthy and likeable

Pathos (Emotions and feelings)—
must have a strong positive and
emotional commitment to your
message

- Logos (Reason or arguments) – the message must “make sense” to the listener. Must persuade by logic.
- Taxis (Structure) – message must be organized logically.
- Lexis (Style)

Barriers to Effective Communication

- Poor knowledge of subject
- Different vocabularies
- Cultural differences
- Professional differences
- Different assumptions
- Outside interference, distractions
- Pressure of time
- Negative or hostile reactions to other person
- Unintentional miscommunication

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Attitudes are Contagious

Is yours worth catching?

Author Unknown

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First Model

Sender – Coding – Channel – Coding - Receiver

```
graph LR; S[Sender] --> C1[Coding]; C1 --> Ch[Channel]; Ch --> C2[Coding]; C2 --> R[Receiver]; F[filters] --> C1; F --> C2; FB[feedback] --> S; FB --> R;
```



Activity:
Let's check the lenses



Activity:
Talking about change...
Let's see how that might
affect our
communications.

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Communication Blockers

Interrupting	Denying the problem
Moralizing, preaching	Criticizing
Giving direct advice	Denying the person's feelings
Being too judgmental	Providing an unacceptable solution
Changing the subject	

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Principles of Nonverbal Communication

1. One cannot keep from communicating nonverbally
2. Nonverbal communication affects attitudes and feelings
3. Nonverbal communication reinforces or negates the verbal
4. Nonverbal communication has high validity

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Ten Ways We Communicate Without Words

1. Facial Expressions	6. Voice
2. Eye Contact	7. Dress
3. Gestures	8. Time
4. Posture	9. Proxemics
5. Touch	10. Artifacts

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What people see “trumps” what they hear

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Levels of Listening

- *Ignore
- *Pretend
- *Selective
- *Attentive

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Murphy's Laws

- Almost everything in life is easier to get into than out of
- Every activity takes more time than you have
- Every clarification breeds new questions
- The number of people watching you is directly proportional to the stupidity of your action

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Leadership **MUST**

- Communicate clearly, constantly and effectively within each receiver's realm
- Establish and constantly model standards of accountability
- Create and foster a climate of trust
- Make the invisible visible
- Make the intangible tangible
- Model collaboration

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Can we succeed?

- Ultimately up to us
- We won't have all the answers we expect or want
- Most of the time most of the people do their best

And best is pretty darned good

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NMPR Action: Ready Set GO!

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