

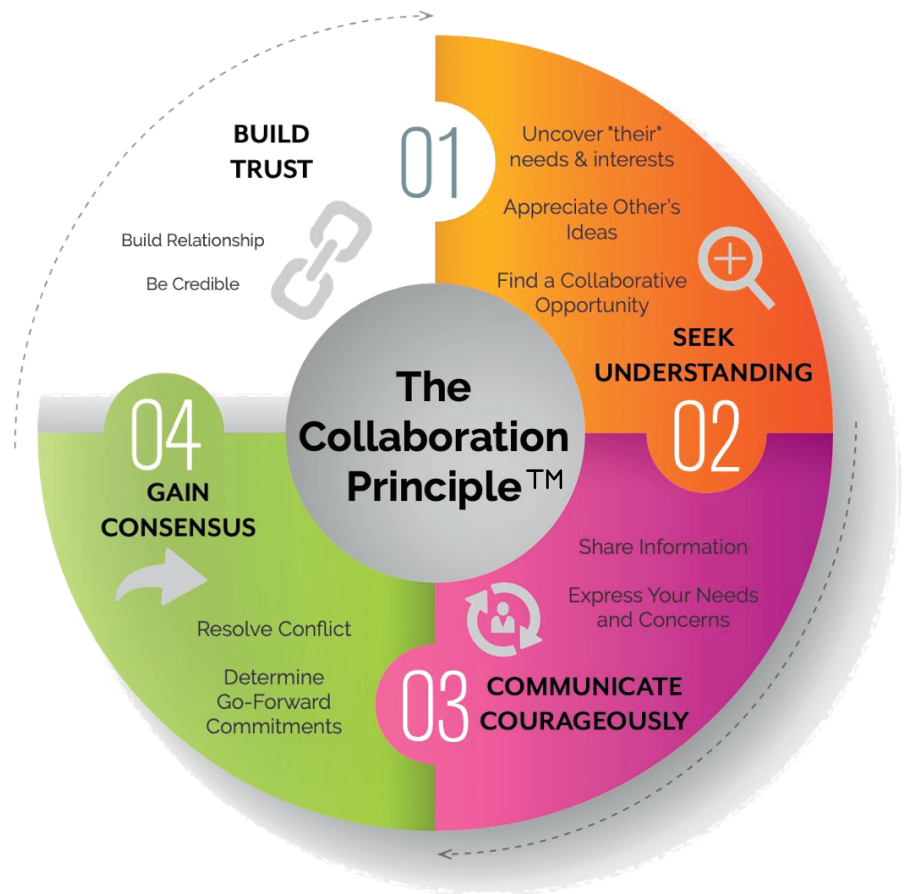


**IMPACT NOW:**  
**Influencing  
Collaboration**

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OF WILLOW NORTH  
GROWTH PARTNERS**

# The Collaboration Principle™

Think about someone you need to establish a stronger relationship with for more engagement and greater productivity.



## Build Trust



## How To Rebuild Trust

- Acknowledge the disconnect
- Have a candid and honest conversation
- Create a plan to move forward together
- Demonstrate trust with your actions (shows that you have moved on)

## HOW CAN YOU CHECK YOURSELF?



### CURIOSITY ABOUT SELF

- A strong desire to know or learn something
- Feelings are information, your navigation system
- Internal dialogue is good

### FRAME THE TASK:

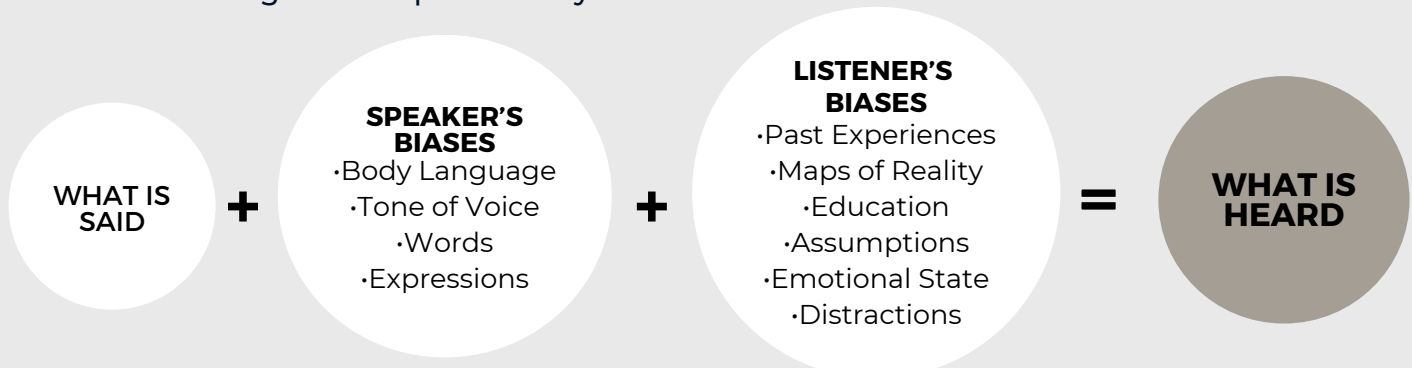
If y occurs, then I will initiate goal-directed behavior z.

When I see that someone feels disengaged, I will ask for a separate meeting to gain clarity on any challenges

## SEEK UNDERSTANDING

### THE COMMUNICATION PROCESS

Often, what the listener is saying isn't what we hear. Messages go through a complicated system of filters and outside influence.



### HOW CAN WE BE MORE RESPONSIVE?

## ACTIVE LISTENING

Hear What  
People Are  
Really Saying



### 1. RESPONDING TO FEELINGS



### 2. READING CUES

#### WHAT DOES ACTIVE LISTENING MEAN TO YOU?



#### ACTIVE LISTENING



Active Listening means that we try to understand things from the speaker's point of view. It includes letting the speaker know that we are listening and that we have understood what was said.

This is not the same as hearing, which is a physical process where sound enters the eardrum and messages are passed to the brain. Active listening can be described as an attitude that leads to listening for shared understanding.

**When we make a decision to listen for total meaning, we listen for the content of what is being said as well as the attitude behind what is being said. Is the speaker happy, angry, excited, sad, or something else entirely?**

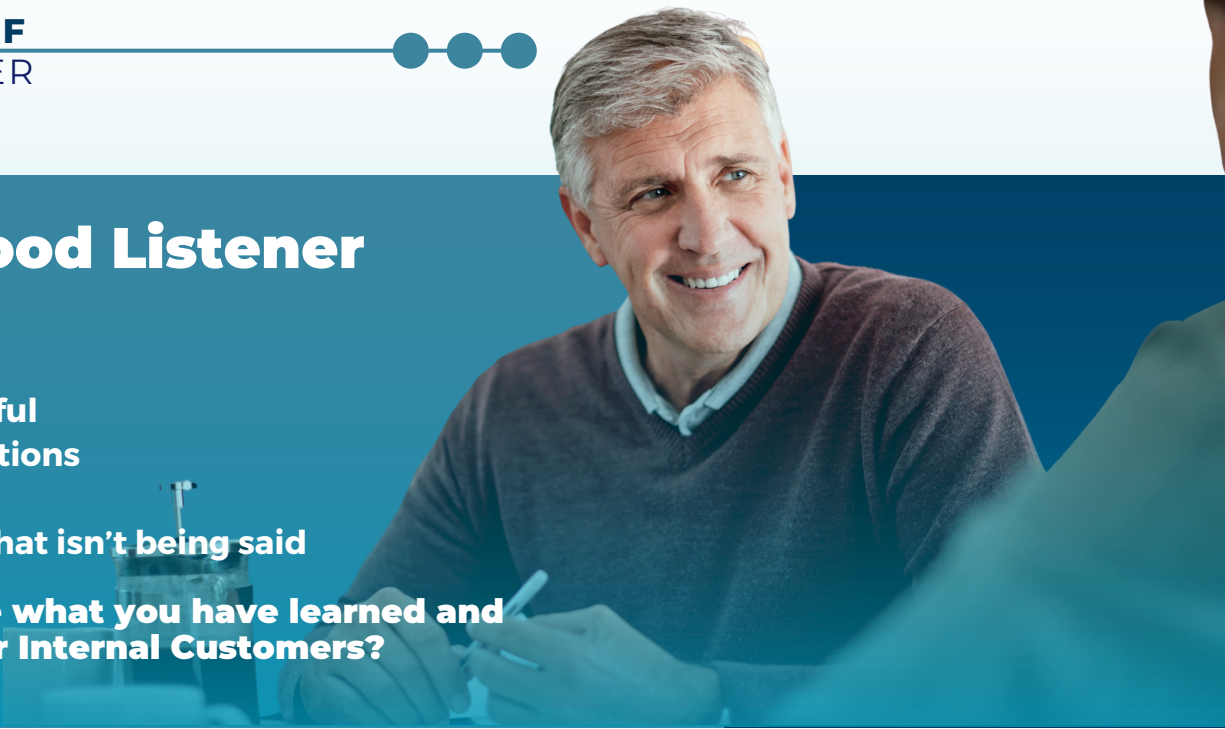
# THE MASTERY OF A GOOD LISTENER



## To Be A Good Listener

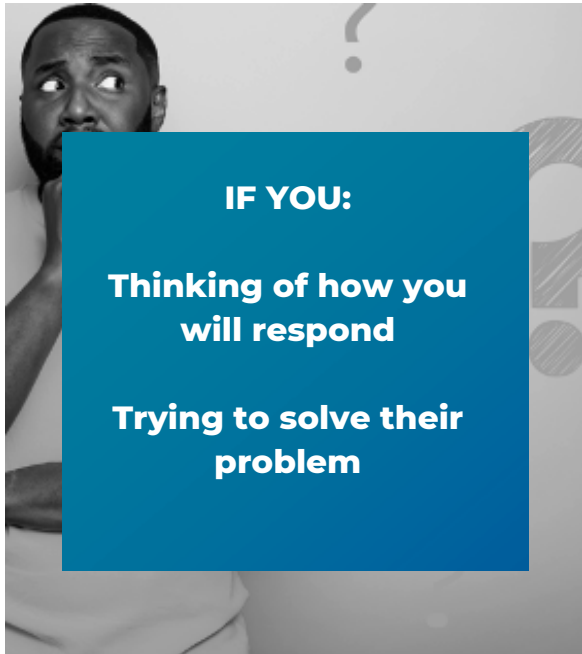
- Be curious
- Practice empathy
- Be present & mindful
- Engage & ask questions
- Share & relate
- Listen & look for what isn't being said

How can you take what you have learned and utilize it with your Internal Customers?



## HOW TO HANDLE...

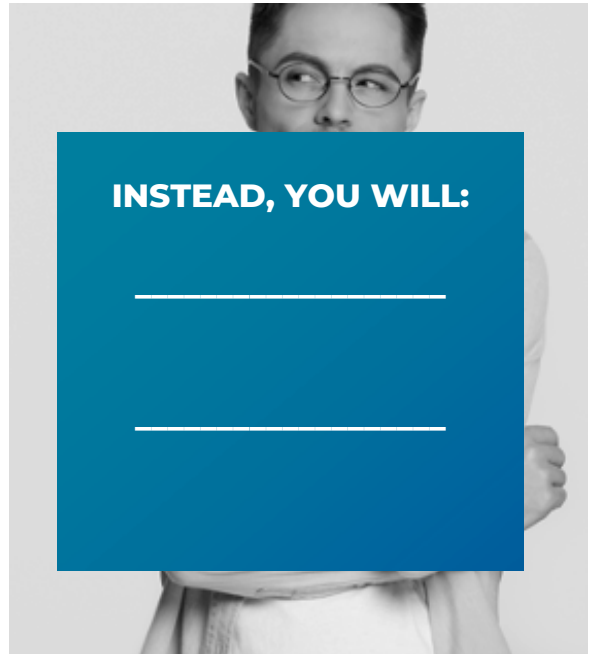
What should you do instead?



**IF YOU:**

**Thinking of how you will respond**

**Trying to solve their problem**

**INSTEAD, YOU WILL:**

\_\_\_\_\_

\_\_\_\_\_

## COMMUNICATE COURAGEOUSLY

Effective communication comes from a deeper understanding of your own perceptions and the perceptions of others.



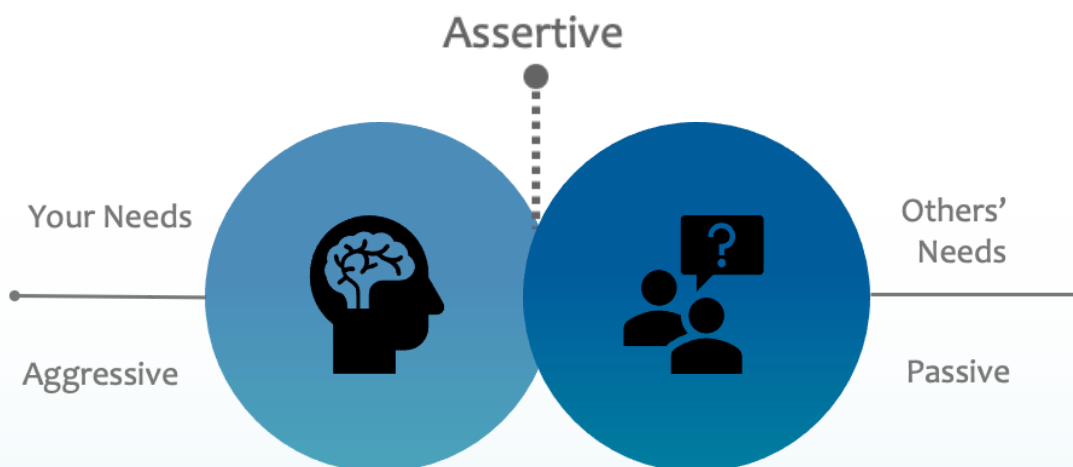
1. Team members may differ on what the problem is



2. They may agree on what the problem is but have a different perspective about it



2. They may agree on what the problem is but have a different perspective about it



### HOW WOULD YOU SAY IT?

#### "Can you work on it over the weekend?"

- Validate, express understanding, and state their concern
- State the facts:
- End with a solution to address their concern and yours:



**Example:** "I understand that you want me to work on this project. However, I have already made arrangements for tonight and I really need to be somewhere else. I know how you feel about this project, so if it can wait till tomorrow, I am happy to come in earlier tomorrow to sort it out. How does that sound?"

## MANAGING CONFLICT & GAIN CONSENSUS



### The Collaboration Principle

Thank you!

State Your Understanding:

Confirm:

Ask questions:

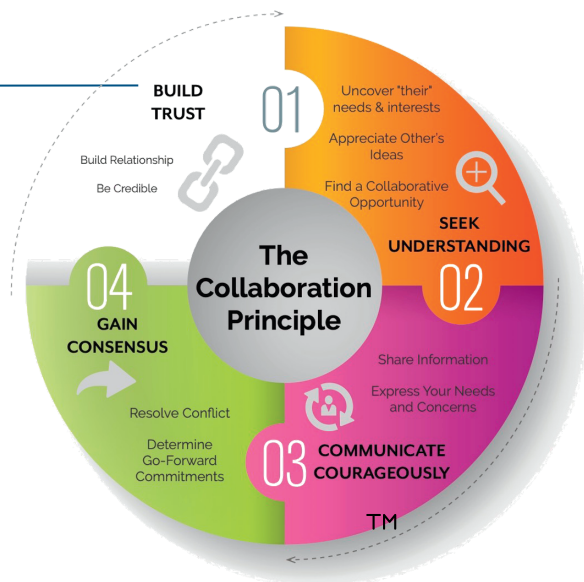
Address your concerns:

State the collaborative opportunity:

**>>> What if?**

Ask for feedback:

Gain Agreement and Establish Next Steps:



### NEXT STEPS



1. **Scan the QR Code** - We want to be a supportive ally! For more about our programs and how they can support you and your people, scan this QR code.

2. **Reach Out to Us**- We'd like to learn more about you and your organization's needs! If you have questions or would like to discuss ways we can partner with you to support your goals, email us at [hello@willownorth.com](mailto:hello@willownorth.com)

3. **Follow Us** - We share some amazing information on our social media pages, including surveys, upcoming events, and free resources. Follow us on LinkedIn, Instagram, or Facebook. We look forward to connecting!

SCAN HERE

