The Nature of Transformational Collaboration:
Interactive Skills To Improve How We Work Together

Presenters:

Courtney Giancaterino
courtney@alternavida.org

Yancy Wright
yancy@alternavida.com

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What Is Transformational Collaboration?

Transformational Collaboration: A state of effortless, group flow where there is always a creative solution or work around to any challenge or obstacle. Where everyone feels heard, respected, and valued. Where working together means play, laughter, and joy in nature.

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What BLOCKS Transformational Collaboration?

Common Collaboration Blocks

1.) Listening filters: Assumptions that degrade understanding and connection instead of enhancing it.

2.) Criticism: Looking for what's wrong versus appreciating what's right.

3.) Judgement: Creating unconscious stories versus sharing authentically and seeking the truth.

4.) Blame: Finding fault versus recognizing how you are contributing to your own experience/situation.

5.) Individualism: Thinking we can do it better on our own versus being open to how multiple people can often create a better result.

Source: Hendricks Institute - https://hendricks.com

1.) Listening Filters

Listening Filter Examples

- **Listening to Defend:** how the person has misunderstood the situation and respond defensively out of fear of doing it wrong
- **Listening to agree/disagree**: from a place of there being only one possible right or wrong solution
- **Listening to avoid conflict:** choosing agreement regardless of what you really think or feel.
- **Listening with know it all:** quickly reacting with “yeah, I know that already,” without actually listening with an open mind
- **Listening while multitasking:** thinking about other stuff responding with quick gestures or phrases without being fully present or available to listen
- **Listening to debate:** Listen only with skepticism and respond with devil's advocacy.
- **Listening to fix:** a problem before fully hearing what they have to say.

Source: Hendricks Institute - https://hendricks.com

Listening Filters

Conscious Listening ~~Listening Filters~~

1.) Presence – eye contact, undivided attention, openness to hearing what is being said, and commitment to being authentic

2.) Curiosity – What might this person be wanting to share? Opening your mind to wondering: 'What is the highest possibility that could emerge from this interaction?'

3.) Understanding – reflect on the words they're saying. Ask clarifying questions, and confirm what you heard.

4.) Emotional Awareness – what is unexpressed that could be expressed (anger, sadness, fear, joy) by you or the speaker in an unarguable way – sharing your inner experience.

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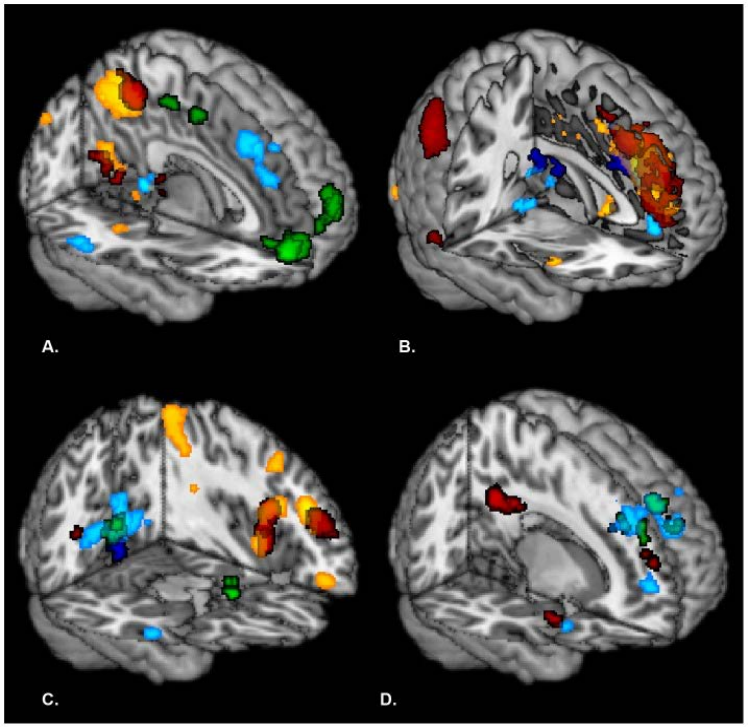
2.) Criticism of self
and others

Criticism of self and others

The inner critic can not exist at same time as creative collaboration and flow. The area of the brain responsible for self monitoring is deactivated at height of creativity. (Limb, 2008).

Self-criticism contributes to depression, anxiety, eating disorders, substance abuse, physical health conditions, and even suicidality based on research in the US, Canada, Israel, and Europe. It also interferes with the ability to experience positive, enjoyable life events (Shahar, 2016).



48 healthy Dutch participants (32 women, 16 men, ages18–27)

Appreciation of self and others ~~Criticism~~

Appreciation is a much better motivator.
80% are willing to work harder for an appreciative boss, and 70% said they'd feel better about their efforts if their boss thanked them more regularly. (Glassdoor survey 2016)

A one time act of thoughtful appreciation produced an immediate 10% increase in happiness and 35% reduction in depressive symptoms. (American Psychologist 2005)

Gratitude increases mental strength by reducing stress and has been linked as a key to overcoming trauma. A 2006 study published in Behavior Research and Therapy found that Vietnam War Veterans with higher levels of gratitude experienced lower rates of Post-Traumatic Stress Disorder (Kashdan, et al).

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3.) Judgement

Judgement

Judgement. Creating stories versus sharing authentically and seeking the truth. We are continually making up stories based on our biases backgrounds, experiences, expectations, etc.

Authenticity ~~Judgement~~

1.) **Recognize** that you are making up a story with assumptions that may not be accurate

2.) **Ask** yourself what might be behind the story you are making up that you could resolve with yourself

3.) **Reveal** your story to correct it and move beyond the limiting assumptions

4.) **Recommit** to seeing your co-collaborator as an ally, ready to support

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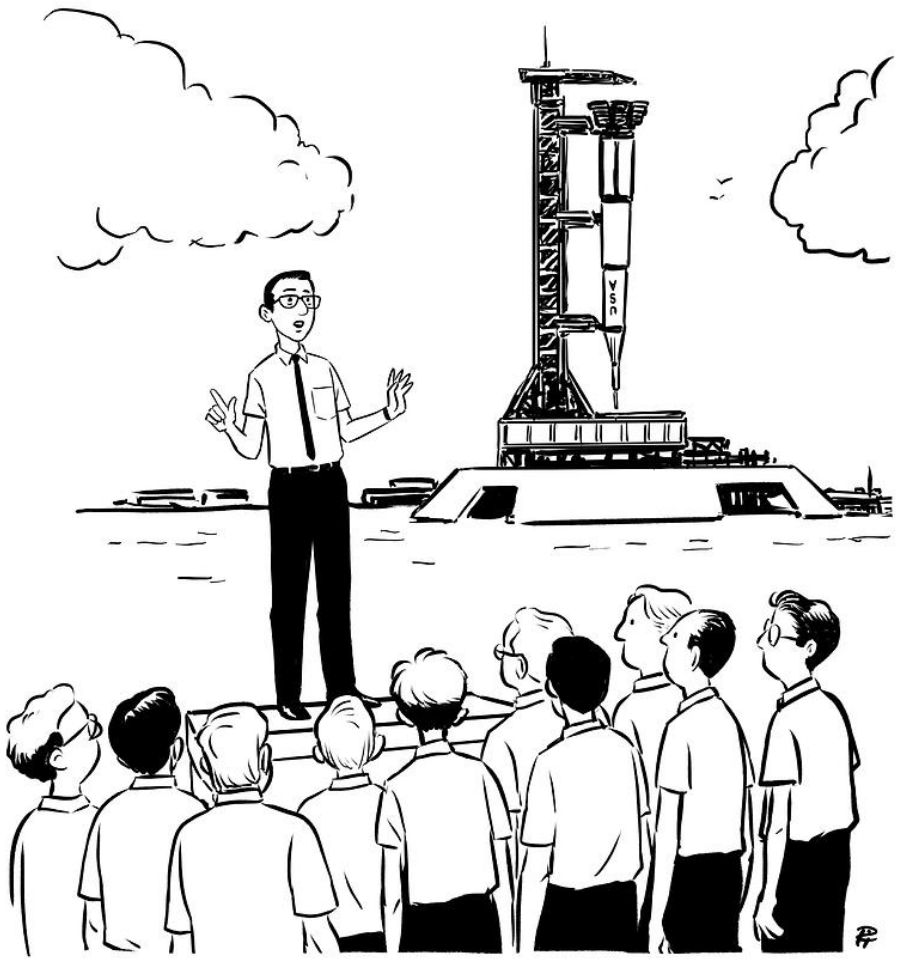
4.) Blame

Blame

Finding fault in others versus recognizing how you are contributing to your own experience/situation.



"Now, we're not going to use the word 'blame.'"

Step Into 100% Responsibility ~~Blame~~

How are you creating your own experience?

1. Take 2 min to describe your complaint

2. Pick a place on the ground that represents 100% responsibility

3. Step into place of responsibility and answer these 2 questions:
   - I keep this issue going by…
   - I can create what I really want by…

   - **If you feel like a victim** then step out of the 100% responsibility space and **complain** and/or blame. When you feel ready, step back into 100% responsibility.

5.) Individualism

Individualism

- I can do this better on my own.
- Do I have to do everything? Nobody else seems competent.
- I work better alone.
- I need to do this otherwise it won't get done right.
- I don't need help from anyone else, I've got this.

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Openness to Discovery ~~Individualism~~

Embrace the strength of a team over solo work through:

1. **State of Wonder**: a place of curiosity and openness that typically generates playful collaboration

2. **Pause & Breathe**: ask yourself, Hmmm to give space for opening and curiosity

3. **Willingness to let go:** of preconceived ideas, agendas or controlled outcomes

Source: Hendricks Institute - https://hendricks.com

Are You Willing to Play?

Transformational Collaboration

1.) Conscious Listening: An ability to listen in a way that creates connection and understanding.

2.) Appreciation: Looking for and expressing what's right instead of looking for what is wrong.

3.) Authenticity: a level of truth telling that reveals any judgements that you are making up that may or may not be accurate.

4.) 100% Responsibility: not being "at the effect of." Choosing to see how you are the creator of your own experiences.

5.) Openness to Discovery: a place of curiosity and openness that typically generates playful collaboration which leads to co-creative results.

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Thank you!

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courtney@alternavida.org

Yancy Wright
yancy@alternavida.com

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