THE FUTURE BY DESIGN

2019 BC Library Conference, May 8-10, 2019

Collaboration

What is it and how do we to build it?

British Columbia
Library Association

We are not Experts. We are Curious.

Powerpoints give people the illusion of simplicity. Building a culture of collaboration is not simple.

- Learnings
- Collaborative environments
- Design thinking process
- Questions…?
- Actions!

Learnings: What Is and Is Not Collaboration?

Two or more people working together in safety towards shared goals with a uniting purpose.

1. Two or more people, **team**
2. Working together in an **environment** conducive to collaboration
3. Towards shared goals and a very clear **purpose**
- NOT alone at 2 a.m. working on "collaborative" project
- NOT when you need to assert your intelligence
- The purpose is NOT about one individual

Learnings: Creating Collaborative Environments

- Right sized teams
- Establishing trust through vulnerability
- Flattened hierarchy and servant leadership
- Empathy
- Really listening
- Signalling, modelling
- Flexibility, adaptability
- Words & language matter

Learnings: Uniting Language from IDEO

Talk Less, Do More

Make Others Successful
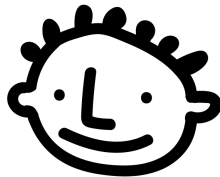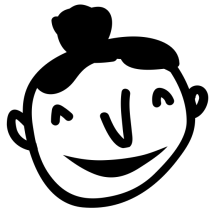
Learn From Failure

Embrace Ambiguity

Be Optimistic

Collaborate

Take Ownership

Learnings: Collaboration + Design Thinking

- Empathize, Define, Ideate, Prototype, Test. Repeat.
- Co-creative process, human-centred
- Individual + group / autonomy + cooperation
- Diversity - communicate it, build on it.
- Innovation - greater than the sum of (and only great because of) its parts.

Learnings: Building Trust

Ask each other 1 question. Try to choose a different question to ask the other.

1. If a crystal ball could tell you the truth about yourself, your life, the future or anything else, what would you want to know?

2. Talk about something that you've dreamed of doing for a long time?

3. What is the greatest accomplishment of your life?

4. When did you last sing to yourself or to someone else? (Coyle)

Bringing it Back Home

- Culture of trust
- Servant leadership
- Micro-climates and bite sized actions
- **BINGO!** https://tinyurl.com/collabingo

resources

Aaron, A., Melanat, E., Aaron, E. & Batot, R. (1997).The experimental generation of interpersonal closeness. P*ersonality and Social Psychology Bulletin.* Retrieved from https://journals.sagepub.com/doi/pdf/10.1177/0146167297234003

Brill, F. (2017, May 18). How design thinking impacts the way teams work. *Medium.* Retrieved from https://medium.muz.li/how-design-thinking-impacts-the-way-teams-work-8d6477ab1c67

Brooks, A., Dai, H., & Schweitzer, M. (2014). I'm sorry about the rain! Superfluous apologies demonstrate empathic concern and increase trust. *Social Psychological And Personality Science*, 5(4), 467-474.

Colgate, M. (2018). *The Science of Service: The Proven Formula to Drive Customer Loyalty and Stand Out from the Crowd*. Vancouver, B.C. : Page Two Books.

Coyle, D. (2018). *Culture Code: The Secrets of Highly Successful Groups*. New York: Bantam.

Daimler, M. (2016, May 25). Listening Is an Overlooked Leadership Tool. *Harvard Business Review*. Retrieved from https://hbr.org/2016/05/listening-is-an-overlooked-leadership-tool

Ersoy, L. A. (2018, June 19). Why design thinking is failing and what we should be doing differently. *Medium.* Retrieved from https://uxdesign.cc/why-design-thinking-is-failing-and-what-we-should-be-doing-differently-c8842f843b44

Gino, F. (2016, April 25). Teams Who Share Personal Stories Are More Effective. *Harvard Business Review*. Retrieved from https://hbr.org/2016/04/teams-who-share-personal-stories-are-more-effective

Greenleaf Center for Servant Leadership. (2016). What is Servant Leadership? Retrieved from https://www.greenleaf.org/what-is-servant-leadership/

resources

Groysberg, B., & Slind, M. (2012, June). Leadership Is a Conversation. *Harvard Business Review*. Retrieved from
https://hbr.org/2012/06/leadership-is-a-conversation

Hobcraft, P. (2018, Oct. 23). An introduction to design thinking. *Hype Innovation Blog.* Retrieved from
https://blog.hypeinnovation.com/author/paul-hobcraft

Ideo. Nurturing a creative culture. Retrieved from https://www.ideo.com/case-study/nurturing-a-creative-culture

Knight, R. (2018, April 23). How to Develop Empathy for Someone Who Annoys You.*Harvard Business Review*. Retrieved from
https://hbr.org/2018/04/how-to-develop-empathy-for-someone-who-annoys-you

"Lessons Learned—The Value of Knowledge Transfer" (January 2, 2019). Projectified with PMI Podcast. Retrieved from
https://www.pmi.org/learning/training-development/projectified-podcast/podcasts/lesson-learned-knowledge

Library of Congress. (March 2016). "RDA Refresher Performance Support: Compilation of Works by Different Creators". Retrieved from
https://www.loc.gov/catworkshop/RDA%20training%20materials/RDA-refresh/rdarefr-compilationsdifferentcreators.pdf

Lockwood, T., & Papke, E. (2017). *Innovation by design: How any organization can leverage design thinking to produce change, drive new ideas, and deliver meaningful solutions*. Weiser.

McKee, L., & Wiens, K. (2017, May 11). Prevent Burnout by Making Compassion a Habit. *Harvard Business Review*. Retrieved from
https://hbr.org/topic/leadership-and-managing-people

resources

Ostrom, B. (2015). *Governing the commons : The evolution of institutions for collective action / Elinor Ostrom.* (Canto classics).

Parris, D., & Peachey, L. (2013). A Systematic Literature Review of Servant Leadership Theory in Organizational Contexts. *Journal of Business Ethics, 113*(3), 377-393. Retrieved from DOI 10.1007/s10551-012-1322-6

Quayle, M. (2017) *Designed leadership.* Columbia Business School Publishing.

Rheingold, H. (22015, February). The new power of collaboration [Video file].https://www.ted.com/talks/howard_rheingold_on_collaboration?language=en

Sawyer, K. (2007) *Group Genius: The creative power of collaboration.* New York: Basic Books

Shirky, C. (2005, July). Institutions vs. collaboration [Video file]. Retrieved from
https://www.ted.com/talks/clay_shirky_on_institutions_versus_collaboration/transcript

Taylor, B. (2017) 5 Questions to Ask About Corporate Culture to Get Beyond the Usual Meaningless Blather. *Harvard Business Review*. Retrieved from https://hbr.org/2017/06/5-questions-to-ask-about-corporate-culture-to-get-beyond-the-usual-meaningless-blather

ThoughtFarmer. (2018, March 15). What collaboration really means. Retrieved from
https://www.thoughtfarmer.com/blog/what-collaboration-really-means/

contacts

Paola Ardiles. bridgeforhealth.org | @paola_a_ardiles

Stephen O'Shea. artscouncilnewwest.org | stephenoshea.ca | @stephenoshea

Jennifer Wile. surreylibraries.ca | jrwile@surrey.ca | @jennywile

Tamarack Hockin. fvrl.bc.ca | thockin@fvrl.bc.ca | @tamahoc

image credits

Images of the cat with the fishbowl, and the two collaborators are by kadi franson (cc, noun project)

Images of faces are by Sarah Rudkin (cc, noun project)

Image of the take-out box by Denis Sazhin (cc, noun project)