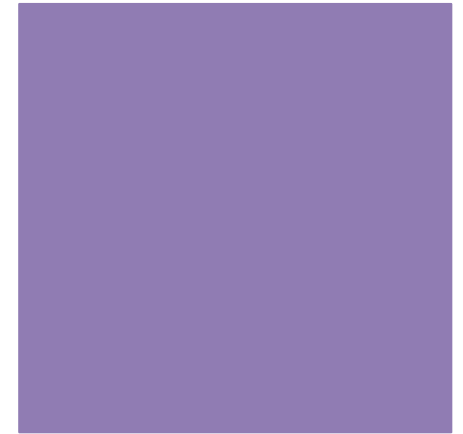




Collaboration

Unit 2.10:
How to manage the
collaboration process:
Critical Success Factors



+ Critical Success Factors

This unit presents a series of critical success factors vital to the collaboration process, such as culture, leadership, communication, organizational structure, and finding the right partner.

Aim:

- To identify the critical success factors of a collaboration process

Learning Outcomes:

- The learner will recognise the main critical success factors in a collaborative process
- The learner will be able to identify if their organisation is lacking any success factor
- The learner will be able to improve success factors in their organisation.



Source: <https://www.freepik.com/>



Innovation Management

Topic 1 Creativity

- 1.1 Creativity Management
- 1.2 We are all creative
- 1.3 Innovation types and levels
- 1.4 How to create a strategy on creative management in workplace
- 1.5 How to develop a process for Individual creativity
- 1.6 How to develop a process for organisational creativity
- 1.7 Tools for developing a process for organisational creativity
- 1.8 How to manage the creativity process: Critical Success Factors
- 1.9 How to measure impact

Topic 2 Collaboration

- 2.1 Collaboration Management
- 2.2 How & Why to collaborate
- 2.3 Collaboration types
- 2.4 How to create a strategy on collaboration management in workplace
- 2.5 How to plan collaboration management in workplace
- 2.6 How to collaborate successfully
- 2.7 How to find the right partners
- 2.8 How to develop a process for collaboration
- 2.9 How a process for Collaboration will make my organisation innovative

2.10 **How to manage the collaboration process: Critical Success Factors**

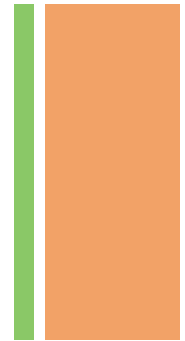
2.11 How to measure impact



Innovation and creativity mentality advancement in SMEs



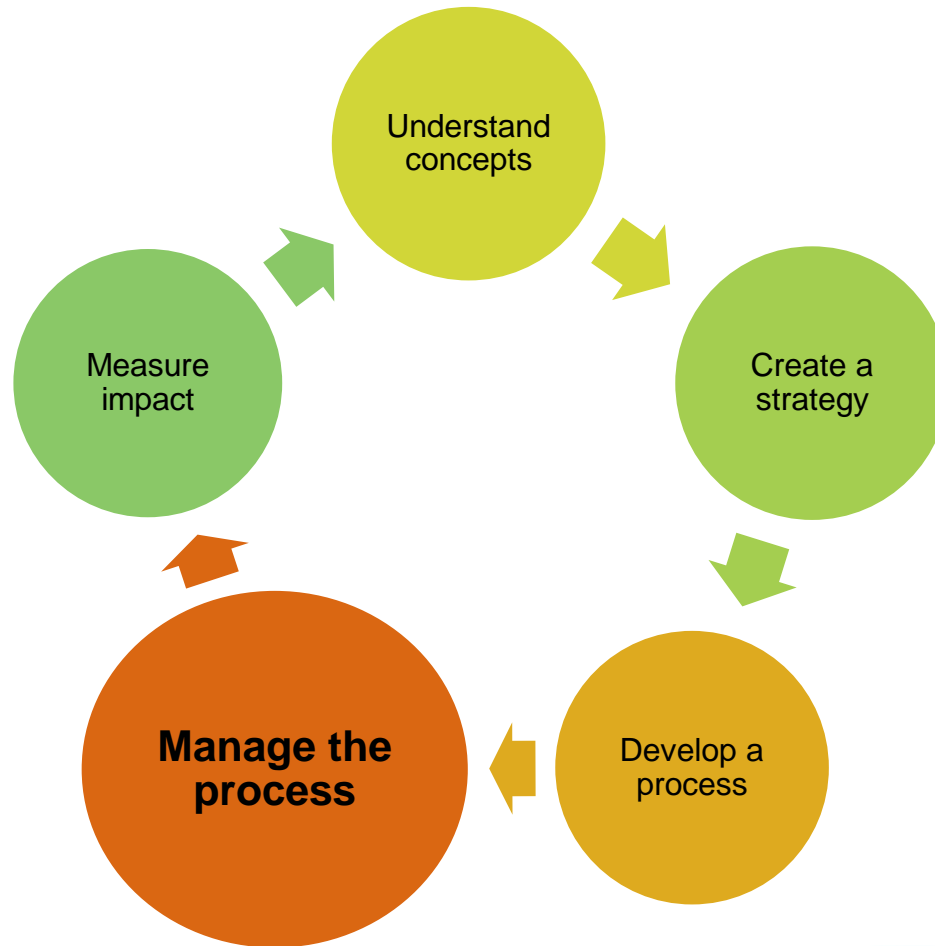
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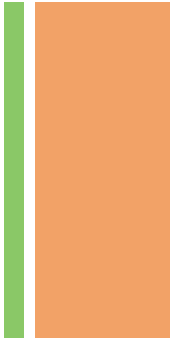


How do I manage collaboration?

Five steps of collaboration



+ What is collaborative working?



- ➔ It is about cultivating the very best and challenging thinking of going to the limits of a relationship in arguing and contesting , exploring and testing, listening and reflecting.
- ➔ It is an environment of contrast (action/reflection, safety/risk, trials/rewards)
- ➔ It should be a culture of warmth and respect, of humility and pride, of sensitivity and firmness
- ➔ The challenge we have is that people will view the problem with different perspectives, reflecting their experience, circumstance and skill



What factors do you think can influence collaboration?



collaboration definition and benefits

<https://www.youtube.com/watch?v=KT2TQGFwcko> by *WR Crime Prevention Council*

+ Critical success factors

5 key success factors

Leadership

Culture

Communication

Structure

Finding the right partner

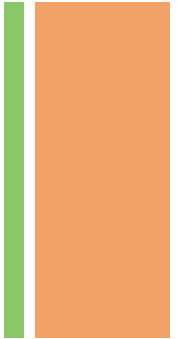
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Critical success factors

Culture

Companies that create a culture and climate for knowledge generation, transfer and use perform better



You
can

Develop a visible connection between **sharing knowledge** and practical business objectives

Integrate **knowledge creation and transfer** with an existing key business initiative

Align **reward and recognition** structures to support knowledge transfer and reuse

Try to encourage **trust, cooperation and management** of conflict in your business



Critical success factors

Leadership

Leaders can influence a group to achieve their goals by establishing and communicating goals, building trust and inspiring teamwork defining a clear purpose and strategic intent

Ensure funds for innovative projects

Making innovation a regular ítem for discusión

Ensure staff have time for collaboration training

Set expectations and get ready to hear all different of viewpoints

Give people time for problem solving

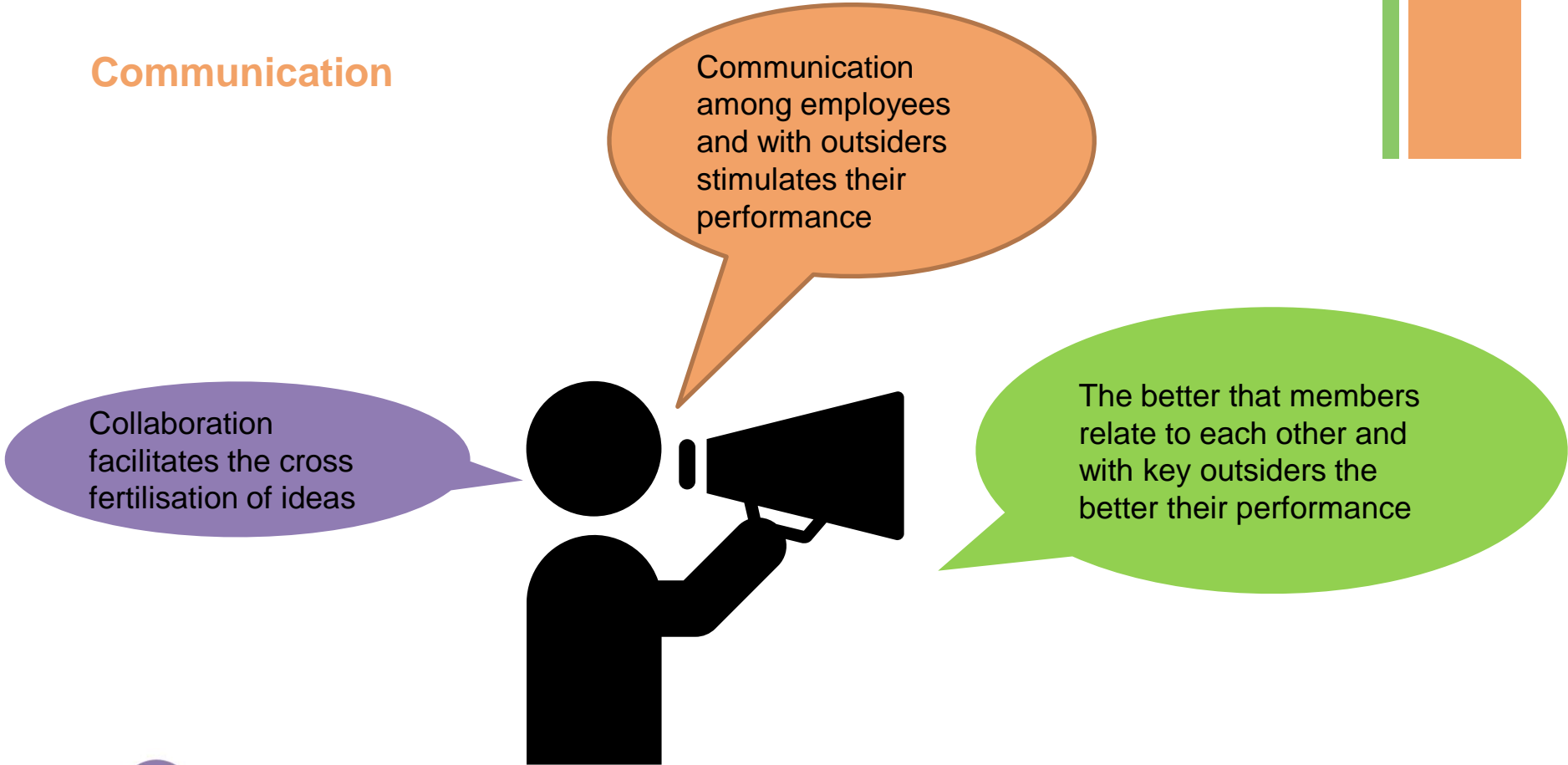
Allow space for conflict and disagreements

Make communication and problem solving transparent



Critical success factors

Communication





Critical success factors

Organisational structure

This comprises the definition of authorities, responsibilities, roles and tasks assigned to each member

Staff, even if they don't work in the same thing, can learn from each other's experiences and apply this new-found knowledge to their work

Mixing people can bring fresh ideas to the project by thinking out of their comfort zone

In **external collaborations**, due to each organisation has its own organisational structure, could be useful to create:





Critical success factors



Finding the right partner



Both sides of the collaboration need to determine **what they want** from the partnership and **what they are willing to give** to achieve it



...to create a clear understanding between all parties



Other factors



Face to face meetings

A top-level executive sponsor

Participation should be seen as mandatory behaviour

Create a shared sense of purpose

Providing a reward for participation

To involve your staff Early, from the beginning



+ Learning Aids

VIDEO TOM KELLEY, general manager at IDEO
6:37', about innovation and collaboration

<https://www.youtube.com/watch?v=XQaGH85KwJU>

Experience collaboration meeting 2:14' → reunió conjunta online

<https://www.youtube.com/watch?v=jjPPjTVH5RA>

Video 8:08' GLOBAL ENTREPRENEURSHIP
CONGRESS, ISTANBUL 2018

<https://www.youtube.com/watch?v=gYERd958xzI>

Innovate UK's Essential Tips for Startup & SME
Collaboration, 2.17'

<https://www.youtube.com/watch?v=PtEuU1KSuCM>

Leadership for collaboration

<https://www.forbes.com/sites/carolkinseygoman/2014/02/13/8-tips-for-collaborative-leadership/#66a223675fd9>

10 Collaborative Leadership Characteristics

<https://yscouts.com/10-collaborative-leadership-characteristics/>

Comic examples of Leadership and effective
collaboration 3:28'

<https://www.youtube.com/watch?v=ZnjJpa1LBOY>

Maloney D, 2019, **The ultimate guide to effective
collaboration in the workplace, from:**

<https://slackhq.com/ultimate-guide-collaboration-in-the-workplace>

Unit Review

This unit explains five critical success factors for collaboration processes in organizations: culture, leadership, communication, organizational structure, and finding the right partner. A good management of these factors can favor or hinder the success of a collaboration process in which the organisation participates (internal or external collaboration).

It also announces a series of factors to take in consideration during collaboration processes.

