

Collaboration is different than coordination, cooperation, and compromise.



# Universal Guide to Collaboration

## Benefits of Collaboration!

- Better experiences for families
- Innovative and creative solutions
- Productivity and efficiency
- Varied perspectives
- Improved relationships and trust
- Improved work culture



## Values of Collaboration

Strength Based

Clear is Kind

Equal Partnership

Assume Positive Intent

Staff Investment

Promote Diversity

# EXPECTED BEHAVIOR OF COLLABORATION

## DURING COLLABORATION

Be present and engaged

- Cameras on when virtual
- Active listening- listen to understand, not to respond
- Participate in the conversation
- No multitasking
- Stay focused on common goals

Be open minded and adaptable

- Listen and learn from others perspectives
- Be ready to have courageous and healthy conversations with transparency- do not avoid these.
- Ensure barriers are being addressed
- Have a basic understanding of other program areas- Review the HSD Program Guide!

Be respectful

- Consciously choosing client centered goals to support the future.
- Acknowledge and appreciate contributions of others
- Share with others if you may have distractions that arise during the meeting (phone call, driving, etc.)
- Avoid interrupting
- Be conscious of how you are perceived in terms of tone, language, body language, facial expressions, volume, etc.

End collaboration with

- Recap of the conversation, ask clarifying questions, delegate and acknowledge tasks, and schedule a follow up.

## IN BETWEEN COLLABORATION

- Respond to emails/phone calls/etc in a timely manner (within two business days) including acknowledging emails! even if you are still seeking the answer.
- Communicate if you are unable to attend upcoming meetings
- Have your calendar up to date and available to others (not limited details)
- Have Teams turned on
- Have your out of office email response on if you are out of the office
- Use peer consultation and supervision to problem solve, avoid gossip and triangulation

## BEFORE COLLABORATION

Be Prepared

- Review documentation, understand the case
- Have previous tasks completed
- Come with questions and concerns
- Staff with supervisor if needed
- Clearly communicate collaboration preferences or needs

# Embrace Collaboration!

Even if you prefer to  
work independently.