

Co-funded by the
Erasmus+ Programme
of the European Union



EduConsulting, z.ú.



BUILDING RELATIONSHIPS

Elaborated by EduConsulting, z.ú.

COURSE DESCRIPTION

By completing Module 4, learners will acquire an in-depth understanding of the benefits of working with others and the reasons why fostering a culture of collaboration is crucial for success.

This module has two key sections collaboration with others which is the key to building sustainable relationships and fostering a culture of collaboration in an organization. We know the saying, "A problem shared is a problem halved". Research shows that discussing problems with people in similar situations reduces stress levels. Furthermore, hardships do not seem as overwhelming when we discuss them, and two or more people are more likely to find a solution than one alone.



WOBIS

TABLE OF CONTENTS

1. COLLABORATION AND WHY?
2. WHAT ARE COLLABORATIVE SKILLS?
3. THE BENEFITS OF COLLABORATION
4. THE ROLE OF A MANAGER
5. ENCOURAGE CREATIVITY AND OPENNESS
6. ENCOURAGE COMPETITION
7. ENCOURAGE SHARED SOCIAL TIME
8. INVEST IN TRAINING AND DEVELOPMENT
9. TECHNOLOGY FOR COLLABORATION



COLLABORATION

Collaboration is the process of two or more people or organisations working together to realize mutual advantage. Options range from informal networks and alliances, through joint delivery of projects to full merger. Collaborative working can last for a fixed length of time or can form a permanent arrangement. What these options have in common is that they involve some sort of exchange.



WHY?

Through collaboration, you can build a coalition of complimentary support, skills, encouragement and resources. Collaboration begins with you, believing and trusting in your business plan. From there, you attract your collaborators. Getting the right people and team around you is vital for your success. You can attract individuals that bring additional skills and resources that you cannot achieve on your own.

What are collaborative skills?

Collaboration is a set of learned skills that can improve productivity, solve problems, foster healthy relationships and create teamwork

- **Self-awareness:** Be clear about who you are, what you want and what you need from others.
- **Purpose-driven:** Keep in mind the purpose of the project and its goals.
- **Resource management:** Keep information organized and know how to share it.
- **Forgiveness:** Be willing to apologize for mistakes and forgive those who make errors.
- **Collaboration tools:** Communicate clearly and in a timely matter using collaborative tools.
- **Address problems:** Be willing to find and discuss obstacles with an open mind.
- **Learning opportunities:** Create team experiences to engage in learning, foster growth and be creative.
- **Soft skills:** Build your mindset and character as it affects how you handle projects.
- **Encourage innovation:** Face obstacles and overcome challenges with a positive attitude.
- **Share success:** Expand your idea of success to include achieving big group goals and team wins.

Read more [here](#).

The Benefits of Collaboration

- The key motive for implementing local and regional partnerships is the belief that working together is more effective than working in isolation.
- A successful partnership enhances the impact and effectiveness of action.
- More collaboration interaction, ideas, concepts, and thinking often lead to more innovation, creativity, and a more profitable business.
- Peer-to-peer connections can be powerful business tools.
- Connections should be encouraged through open common spaces and social and educational events.
- Collaboration is all about teamwork. If you want your colleagues to work together, then it is in your interest to help them see themselves and function as one big team.
- There are **5 steps** to foster a culture of collaboration:
 - The Role of Project Manager
 - Encourage Creativity and Openness
 - Encourage Competition
 - Encourage Shared Social Time
 - Invest in Training and Development

The Role of a Manager

The manager is key to fostering a culture of collaboration



By Adam Hickman and Bryant Ott many of the **essential elements** of collaborative engagement are the same points of focus that managers use to **improve teamwork and collaboration.**

A manager's quality is the most crucial factor when building collaboration.

That's because, among other reasons, a manager account for **70% of the variance** in collaborative engagement.



The Role of a Manager



Managers are the most important factor when building successful teams



Successful teamwork and engagement start at the individual level.



Managers possess strong interpersonal and conflict-resolution skills, and good organizational and managerial skills.



A desire to cultivate a dynamic environment that fosters spontaneous conversations and innovation.



Manager encourages collaborators to be free to express their opinions and ideas and to ask for help.

An excellent way of doing this is by having an **I need, I want and I suggest Wall** in a shared common area.



ENCOURAGE CREATIVITY AND OPENNESS

Whether it's a hackathon, a brainstorming session, or you just want to get people talking together, here are our top tips to help you achieve creative collaboration in your business:

Support the development of skills

Help people come up with ideas and then record them. **Create** time and space for people to think. **Let them know** that creativity is part of your culture.

Creativity loves constraints

Structure, constraints, and boundaries are not the first words that come to mind when it comes to creativity and innovation; however, the best ideas can only be implemented if they follow the right framework for your business. Establish non-negotiables, be clear on budgets and have timelines.

Address the challenge clearly – keep your collaboration simple, one challenge, one focus.

Articulate clearly and look for the right incentive

The team involved can rethink current conventions, identify opportunities and create great solutions



Encourage Coopetition

The manager is key to fostering a culture of collaboration

Competition between businesses can increase the chances of growth within each business.

Knowing your competitors' next move gives you an edge over your competitors. It will give you the opportunity to learn wisdom from mentors to help a small retail business like yours thrive.

An example - sharing a distribution system to extend the market reach nationally or internationally. In this case, companies save money on shared costs while remaining fiercely competitive in other areas.





A SUPPER

Why not a host a supper or a BBQ where every food producer brings something to the table.



GUEST SPEAKERS

Invite local investors and funders to talk about funding and how to accelerate member businesses.



PITCH PRACTICE

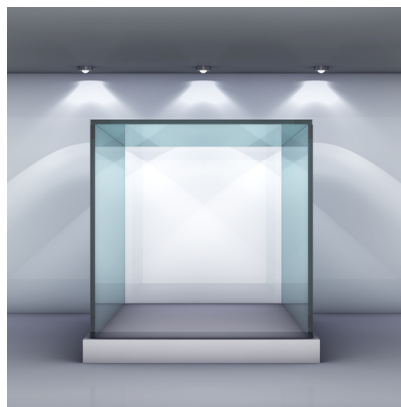
Every month, host a meetup to help food entrepreneurs practice their 30-second and 3-minute pitches.

Encourage Shared Social Time

Here are some time management and planning strategies:

ENTREPRENEUR TALKS

Invite food entrepreneurs (again, this could be past members of your incubator) to tell the story of their success, including the obstacles they encountered and the lessons they learned along the way.



SHOWCASE AREA

Set up a high profile display area where all the products produced in your business can be shared. Maximize the impact of this by placing it in a prominent area that visitors to one business can see the work of other businesses on site.



INVEST IN TRAINING AND DEVELOPMENT

Here are 3 reasons why investment in training and development is important:

01

Better employee performance

Regular training programs increase the confidence of your employees, who gain a much better understanding of your industry, business purpose, and responsibilities for their work.

02

Develop the business

Regular training sessions will ensure that your teams are one step ahead of the competition.

Encourage your colleagues to regularly monitor developments in their particular segment, and if someone notices something particularly interesting, ask them to make a presentation about it to anyone else who might be interested.

This way you will always be one step ahead.

03

Improve your bottom line

Maintaining a high level of employee engagement is critical to increasing your company's bottom line. It only stands to reason that by improving the skills of your employees, they will be better at their jobs, which means more business for you.



Technology for collaboration

Perhaps a dedicated collaboration tool may be what you need.

Dropbox

- Create a central workspace so everyone can find what they need quickly.
- Folders are a simple way to give your tenant members access to things like kitchen protocols, handbooks, marketing files, logos, and photos.
- All members can add and edit files together.
- Changes sync automatically, giving everyone the most recent version in their Dropbox folders.
- Use comments to quickly gather feedback in each file.





Technology for collaboration

Perhaps a dedicated collaboration tool may be what you need.

Google Docs

- Sometimes we need to work on one document together at the same time.
- This tool allows you to create online documents, presentations, and spreadsheets which we can edit together in live mode.
- Content is automatically saved and stored.

Zoom

- This cloud-based collaboration software is widely used in business and government.
- The platform offers group messaging, video conferencing, and virtual meeting spaces that come with useful backgrounds.
- It offers HD audio and video.
- An attendance indicator helps you track individual participation and conduct polls.



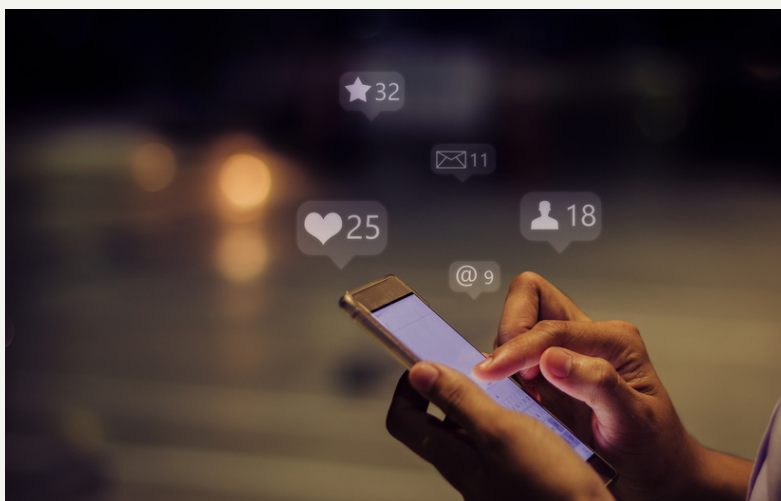
Technology for collaboration

Perhaps a dedicated collaboration tool may be what you need.

Workplace by Facebook

While Facebook is known as a tool for promotion and marketing, Workplace by Facebook lets you communicate with staff in a centralized hub

- Instant messaging allows individual or group chats through text, voice, or video.
- You can also stream videos to make announcements or conduct training sessions.
- Real-time engagement analytics deliver instant feedback. It can be integrated with Office 365, Google Drive, and more.





Technology for collaboration

Perhaps a dedicated collaboration tool may be what you need.

Microsoft Teams

- Despite tough competition, Microsoft is still a big player in the workplace collaboration sector.
- This cost-effective software improves productivity and boosts engagement.
- Teams let employees share files, work collectively on a document and sync with other Office apps.



Here are some additional resources for further reading:

- **15 collaboration tools for productive teams** - a list of 15 of the best collaboration tools that can support your team's needs
- **8 Types of Collaboration Tools** - this guide for 2023 covers the main categories and types of collaboration software and some examples in each category
- **26 Best Online Collaboration Tools for Productive Teamwork in 2023** - 26 best online collaboration tools for different budgets, team sizes, and business needs

Do not forget...

... whichever platform you choose, your goal is to bring stakeholders together. It not only boosts productivity, but it also empowers everyone to share ideas and collaborate.



Workshop: „Building rapport“

BUILDING A RAPPORT

Building rapport is the process of developing an emotional connection and creating a relationship of confidence with someone else. It's a matter of being able to “see the world through the other person's eyes”. Rapport is also of vital importance in the work environment. As a manager, you don't have to share your employees' anxiety, worries, or problems, but understanding them is a big step forward towards. Building better rapport with your colleagues will enhance their trust in you and will enable you to help them gain a better version of themselves.

ACTIVE LISTENING

The International Coach Federation (ICF) mentions **active listening** as being “The ability to focus completely on what the client is saying and is not saying, to understand the meaning of what is said in the context of the client's desires, and to support client self-expression.”

Your “the client” becomes the colleague and so on and they require maximum concentration from you on what they are transmitting rather than just hearing the message. In other words, full attention is given to the speaker which involves all senses, verbal and non-verbal signs.

Workshop: „Building rapport“

VERBAL AND NON-VERBAL SIGNS OF ACTIVE LISTENING

It is worth mentioning that these signs may not apply in every situation and may not be appropriate across all cultures, but generally, people who are listening tend to present at least some of these signs.

- **Smiles** combined with nods of the head can be used to show that the listener is paying close attention to what the speaker is saying and they can display agreement or understanding of the message that is being transmitted.
- **Eye contact** is essential, but for some people can be overwhelming especially if they are shy, so it is advised to use it appropriately according to the circumstances.
- **Positive reinforcement** is a powerful tool to encourage the speaker alongside elaborate explanations of why you are agreeing with the information given. Positive words or phrases or encouragement such as: “good point, indeed, agreed, very interesting” are signs that the listener is paying close attention. Positive reinforcement can also be done non-verbally, by smiling, putting your thumbs up, giving high fives or fist bumps, etc. It’s important to be natural and not overdo it and accompany the encouragement with explanations of why you are doing it.

Workshop: „Building rapport“

VERBAL AND NON-VERBAL SIGNS OF ACTIVE LISTENING

It is worth mentioning that these signs may not apply in every situation and may not be appropriate across all cultures, but generally, people who are listening tend to present at least some of these signs.

- **Asking relevant questions** and making a series of statements is another way to confirm that the listener is interested in the topic and willing to elaborate on their thoughts. It is important to ask appropriate and powerful questions which enable the speaker to expand on specific points.
- **Summarising** or repeating in your own words what has been said is a different way to show that you have received and understood the message clearly.





PROJECT WOBIS INFO

**Enhancement of
Rural Women's Associations
as a Chance for
Growth of Women
Entrepreneurship**

**WEB PAGE
www.wobis2022.eu**

**FACEBOOK PAGE
WOBIS**

WOBIS