

Build Successful Collaboratives Workshop

Collaborative organizations that are called alliances, coalitions, partnerships and networks are an emerging tool to address complex systemic problems. Funders too are encouraging closer ties between social service agencies. Although collaboratives are a new form of organization, there is beginning to be a literature and theory regarding Best Practices.

Due to power sharing and working cross organizational boundaries, this form of organization calls for different approaches to governance, leadership and organizing work than the traditional organizations we work for. The potential for conflict is high as member organizations assert their needs, perspectives and assumptions coming from their own organizational cultures and mission driven work. This session will develop participants' understanding of the unique attributes of this form of organization and begin to build the skills necessary to develop a successful collaborative.

Participants will learn:

- A 6 Step Model for collaborative development
- Best Practices for successful outcomes
- Collaborative leadership styles
- Tools to organize leadership, structure, communication, systems and policies to deal with conflict rather than avoid it.
- Identify power dynamics that occur in collaboratives
- Discover how to deal with the horizontal boundaries between member organizations and build enough trust to operationalize joint plans.

Governance: Building the Partnership Infrastructure Workshop

Once a collaborative is up and running new challenges emerge including the need for enough organizational structure for day to day work to take place, and the need to balance competing interests. Also critical is the need to secure and maintain member commitment to the strategies and action plans created by the collaborative. Members of a collaborative organization co-create a new organization while maintaining their loyalties to their home organization. Building a governance framework can help standardize the approach to recurring issues and channel the tension from diverse viewpoints into productive dialogue and decision-making.

This workshop will build the knowledge needed to build a governance framework for a collaborative organization while building and refreshing the skills of policy-making, negotiation and conflict resolution.

Participants will learn:

- An Introduction to Collaborative Governance
- Governance tools including Collaborative Agreements
- Policy Making
- Conflict Resolution Skills: Personal Conflict Styles Assessment*
- Negotiation skills and approaches
- The Change Formula

This workshop uses the Thomas Killman Conflict Styles Inventory. Each assessment costs \$20 per participant.

System Mapping Workshop

One of the goals of inter-organizational collaboration is to bring the work of individual organizations closer together to prevent duplication of services and to prevent clients falling through the cracks. The first step in any system work is to understand the work done in service delivery and to map its processes so those that govern and work in that system can understand what is working and where the opportunities for improvement may be found.

In the first 3 hour workshop you will:

- Explore the purpose of system mapping
- Identify the uses of system mapping
- Define systems, processes and symbols used in process/system mapping
- Cover the issue of confidentiality.
- Work through 3 service delivery scenarios

The work processes are developed into easy to understand visuals to use in future workshops. Subsequent workshops help the group answer questions essential to achieving focused improvement:

1. What to change?
2. What to change to?
3. How to cause the change?
4. Why Change?
5. How to maintain the process of ongoing improvement?

**Bio: JOAN ROBERTS, MA**

Joan Roberts has over 30 years of experience managing projects, developing organizations and working with different levels of government. She is a former city councillor and has run her own consulting and training practice for clients in government and the not-for-profit sector since 1998. She holds a Master's Degree in Organization Development and has designed and delivered over 100 workshops on various topics including collaboration, change and governance.

She co-authored 2 articles in the **Fieldbook on Collaborative Work Systems** published by Jossey Bass in 2003. New Society Publishers released her book **Alliances, Coalitions and Partnerships: Building Collaborative Organizations** in 2004 and continues to be on university course reading lists. **Governance for Collaboratives: A Guide to Resolving Power and Conflict Issues** was released in 2010. Charity Channel Press included 2 articles by Joan in **You and Your Non-Profit Board, Advice and Practical Tips from the Field's Top Practitioners, Researchers, and Provocateurs**, published in 2013.