

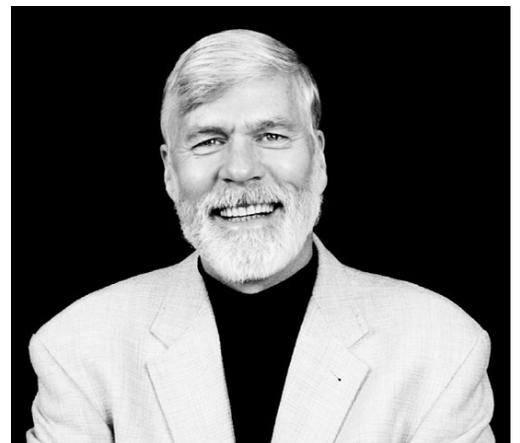
Radical Collaboration & Heyward Hospitality Solutions

Welcome to HHS's newest service offering, **Radical Collaboration**. This course encourages participants to take a deep dive into your unconscious behaviours and assess how these traits impact your ability to form successful relationships.

Based on 30 years of research, the programme authored by Jim Tamm and Ron Luyet discovers 3 fundamental 'zones' of thought process and introduces 5 key personal skills to master, by analysing your approach to successful teamwork, rational decision-making and how to identify common interests in times of conflict.

A word from Judge Jim Tamm

*“As the world’s economies have become both more interdependent and more fragile, industry leaders are recognizing that effective collaboration is not only necessary in order to thrive. It has become essential even to survive, **because organizations cannot compete externally if they can’t first collaborate internally.** Effective collaboration has become the fastest, easiest, most cost-effective way to become more competitive in the market place.”*



Jim Tamm

What do the results say about the programme?

We produced remarkable results which were documented by academic studies. One study was conducted by the University of California, Berkeley, Institute of Industrial Relations. It found:

- *The number of employees describing their working relationships as adversarial (as opposed to cooperative) was reduced by almost 70%.*
- *89% of participants reported increased effectiveness at managing conflict and resolving differences.*
- *Prior to the training the majority of employees (57%) said their working relationships were unproductive. After the training, 87% of the employees said their working relationships were productive.*

Almost all the participants felt the training had a highly positive impact on both the process and the products of their working relationships.

So, how does Radical Collaboration begin to help this process when you are looking to improve your ability to build effective relationships?



Which zone does your team operate in?

The first chapter of Jim's book, named "Radical Collaboration – Five Essential Skills to Overcome Defensiveness and Build Successful Relationships" reads "Where do you spend most of your life, in the **Green Zone** or the **Red Zone**?"

These zones reflect three fundamental attitudes that appear when facing conflicted situations with colleagues and peers. These zones affect how you respond to triggers in discussion and impact the extent to which you show defensiveness in negotiations.

See the table below for a breakdown of the highly defensive **Red Zone**, the on-the-fence **Pink Zone**, and the open and non-defensive **Green Zone**.

Environment	RED ZONE	PINK ZONE	GREEN ZONE
Mindset/ intention	<p><i>Fight: Protect and defend</i></p> <p><i>When necessary, attack:</i></p> <ul style="list-style-type: none"> • Aggressive • Uncompromising • Antagonistic 	<p><i>Avoid: Protect and defend</i></p> <p><i>When necessary, be avoidant:</i></p> <ul style="list-style-type: none"> • Flee (escape, run, leave) • Freeze (be still, close down, become invisible) • Submit (appease, give in, surrender) 	<p><i>Collaborate: investigate and connect. Actively seek to be</i></p> <ul style="list-style-type: none"> • Curious • Reasonable • Caring • Engaged
Attitude / effect	<ul style="list-style-type: none"> • This is personal • Winning is everything • Only one of us can win • This is life or death • I'm right; you're wrong • You are either for me or against me • You're the enemy; I can treat the enemy any way I want 	<ul style="list-style-type: none"> • This is personal • I'm afraid to make waves • I'll cooperate just to get along • No one cares about my viewpoint • They are too powerful • I'm not part of this anyway • I don't care • They're out to get me 	<ul style="list-style-type: none"> • This is not personal • We are all in this together • I want this to work out for all of us, if possible • I am curious • I care about their viewpoint • Conflict can be creative
Behaviour / skills	<ul style="list-style-type: none"> • Hostile/combative • Anxious/fearful/angry • Self-centered /stingy • Pushy/dictatorial • Scheming/manipulative • Harsh/judgmental 	<ul style="list-style-type: none"> • Passive aggressive • Anxious/fearful • Self-pitying/victimised • Appeasing/placating • Lifeless/listless/disengaged • Wimpy/timid 	<ul style="list-style-type: none"> • Trustworthy/trusting • Respectful/empathetic • Collaborative/generous • Engaged/enthusiastic • Authentic/honest • Assertive /confident
Trust Level	<p>Fear Based</p> <p>Low Trust</p>	<p>Fear Based</p> <p>Low Trust</p>	<p>Trust Based</p> <p>High Trust</p>

In addition to the key zones, Radical Collaboration breaks down a number of essential steps that cover “**Five Essential Skills in Relationships**” and “**The 6 Steps of Interest Based Negotiations**”.

The Five Essential Skills of Effective Relationships

1. Collaborative Intention

- Individuals stay in the **Green Zone**, maintain an authentic, non-defensive presence and make a personal commitment to mutual success in their relationships.

2. Openness

- Individuals commit to both telling the truth and listening to the truth. They also create a climate of openness that allows all people in the relationship to feel safe enough to discuss concerns, solve problems and deal directly with difficult issues.

3. Self-Accountability

- Individuals take responsibility for the circumstances of their lives, the choices they make either through action or failing to act, and the intended or unforeseen consequences of their actions. They would rather find a solution than someone to blame.

4. Self-Awareness and Awareness of Others

- Individuals commit to knowing themselves deeply and are willing to explore difficult interpersonal issues. They seek to understand the concerns, intentions and motivations of others, as well as the culture and context of their circumstances.

5. Problem Solving and Negotiating

- Individuals use problem-solving methods that promote a cooperative atmosphere. They avoid fostering subtly or unconscious competition.

The Six Steps of Interest Based Negotiations

- 1. Set the tone and discuss the process.** Be open and direct about your intentions regarding the issue as well about your intentions about the relationship.
- 2. Define the problem,** and develop a clear statement of issues that need to be resolved together.
- 3. Gain understanding** of the interests of the parties involved. Interests are the wants, needs or desires that underlie the issues that need to be resolved.
- 4. Develop a contingency plan.** What will you be able to do on your own without the help of the other side if you can't agree on a resolution?
- 5. Invent creative solutions.** Work jointly to brainstorm a large number of potential solutions to meet as many interests of all parties as possible.
- 6. Evaluate possible solutions** against interests and contingency plans. Narrow the options and reach clear commitments where possibly to verify compliance.

To summarise, Radical Collaboration teaches practical methods to significantly improve your skills for building collaborative relationships. With this new offering, HHS can provide you or your business the leading industry expertise in order to shift the culture in your organisation to promote more effective communication and negotiation on difficult topics.

Not only does this programme enable you to collaborate more effectively at work, it also provides an inspiring degree of self-reflection, where you can begin to understand the reasons behind your behaviours in your personal relationships in order to avoid making pre-conditioned responses when in situations of conflict.

If these issues resonate with you or within members of your team and you'd like to learn more about how HHS can help, pick up the phone today and get in touch to take the first step in building more effective relationships.

This begins with a comprehensive 'climate survey' where we can collectively understand the roadmap to your team's success and start your journey to perfecting your team's collaborative potential.

The sky is the limit!