Collaboration & Effective Communication
Collaboration & Effective Communication

Facilitator: Nica FOO
Agenda

• Identify breakdown in communication
• Why Team Wins
• Communicating in a F1 Team
• Understand how effective communication is important for collaboration

Speed Learning in 2 Hours…like F1
"YOU CAN LEARN MORE ABOUT A PERSON IN AN HOUR OF PLAY THAN YOU CAN FROM A LIFETIME OF CONVERSATION"
– PLATO
Get Unstuck Through Play

Let your hands do the Thinking
LEGO® SERIOUS PLAY® (LSP)

Why LSP
• The Power of “Hand Knowledge” (connected to 70% to 80% of brain cells)
• Leveling the Playing Field
• Efficient Decision Making
• Tapping into unconscious knowledge of each individual
• Lean Forward

Topics using LSP
• Strategy Planning
• Transformation Alignment
• Business Model Generation
• Communication & Collaboration
• Building Shared Vision etc...

Lean Backward

Lean Forward

20% participation

100% participation
Playful Learning Unleash Potential!

Metaphor
What is TEAM?

Together
Everyone
Achieve
More
Formula 1
Worst Pit Stops in Formula 1 – What went wrong???

https://www.youtube.com/watch?v=qfjrZ0rCrWk
Ferrari F1 Perfection 2013

https://www.youtube.com/watch?v=aHSUp7msCIE
21 Men ... 3.5 Seconds
Gone in 1.923 seconds - F1's fastest ever pitstop in 2013
Fastest Pit Stops by Red Bull

https://www.youtube.com/watch?v=dBGo7FzHov8
Start Building
Formula 1 ‘Best’ Team
Why teams win? - Red Bull Pit Stop Explained

https://www.youtube.com/watch?v=o8KTXtvqbtg
Why teams win?

18 Men
1.923 seconds

Clear Objective
Talent
Leadership
Game Plan/Strategy
Commitment
Feedback
Confidence
Chemistry
Identity
### Communication
**TLC²**

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<thead>
<tr>
<th>T</th>
<th>Tactfulness</th>
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<tbody>
<tr>
<td>L</td>
<td>Listening Skills</td>
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<tr>
<td>C</td>
<td>Clarity</td>
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<td>T</td>
<td>Timely</td>
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<td>L</td>
<td>Let’s Agree to Disagree (Diversity + Common Ground)</td>
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<tr>
<td>C</td>
<td>Context (our perspective), Text (our words), Subtext (our undertone, personal motivators and emotions)</td>
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### Collaboration
**SAGE²**

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<th>S</th>
<th>Strong Leadership</th>
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<tr>
<td>A</td>
<td>Align to Larger Goal for deeper understanding on how it relates to your work</td>
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<td>G</td>
<td>Get Buy In for Vision</td>
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<td>E</td>
<td>Everyone on Same Page</td>
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<td>S</td>
<td>Strengths of the Team, know their motivators and behaviours</td>
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<td>A</td>
<td>Assign Specific Roles using RACI, the responsibility matrix</td>
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<td>G</td>
<td>Gather Feedback Consistently</td>
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<tr>
<td>E</td>
<td>Effective Meetings than “Meet &amp; Think”</td>
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3C – Communication . Collaboration . Creating Value

Duration: One Day

- Identify breakdown in communication
- Understand how effective communication is important for collaboration
- Collaborate for success
- Engage stakeholders effectively
- Create values to stakeholders / partners / customers
- Be a breakthrough communicator
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