

The (He)Art of Collaboration

Caribbean Telecommunications Union
4th Caribbean ICT Collaboration Forum



L. Anthony Watkins
CEO / Principal Consultant
Odyssey Consultinc Limited
law@odysseyconsultinc.com
www.odysseyconsultinc.com

...Beyond Business...

Some Hurdles ...

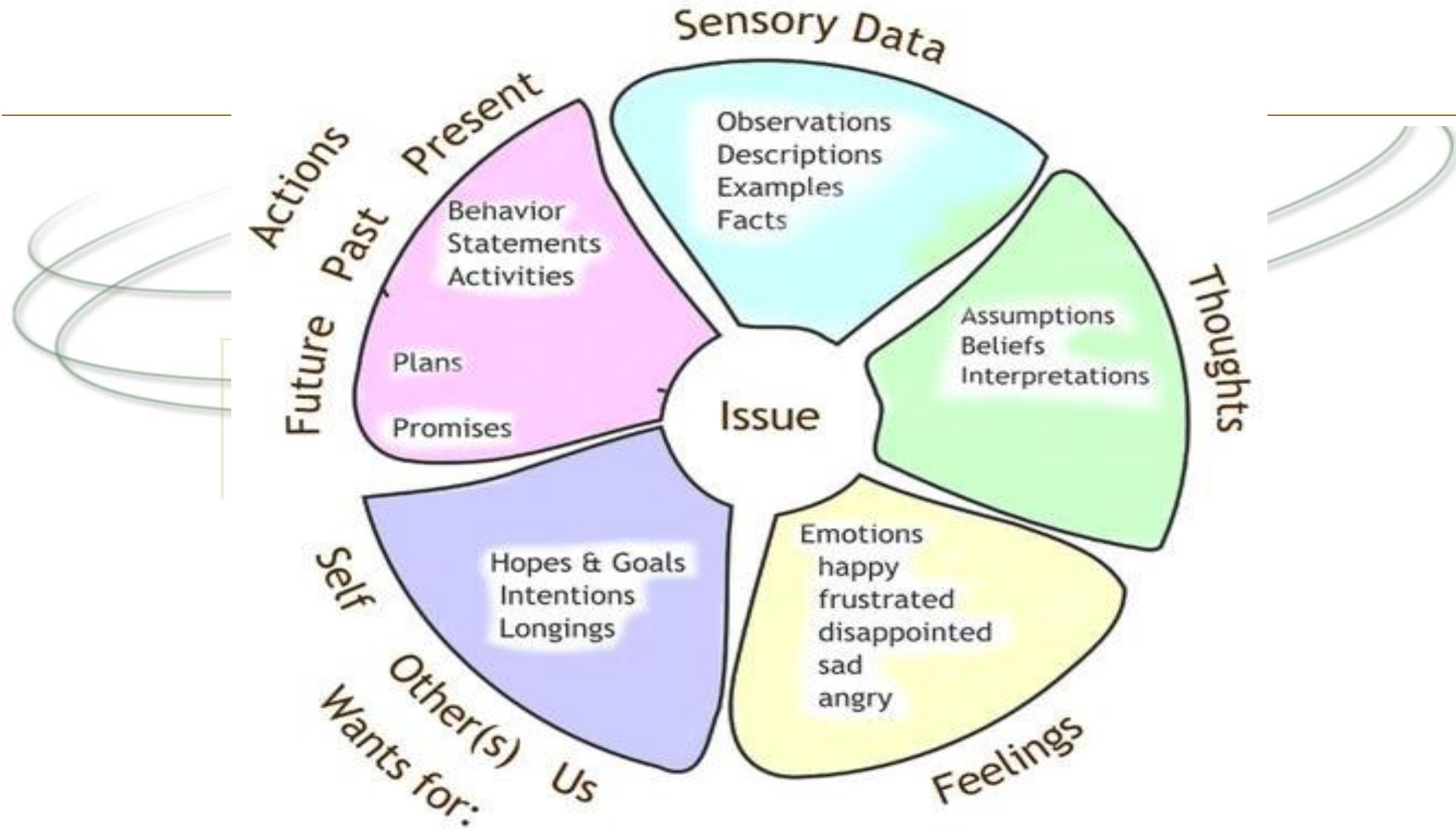
- Self Issues
 - Ego ↔ Status ↔ Loss ↔ Letting Go
- Relationship Issues
 - Trust ↔ Relative Power ↔ Antagonisms
- Inter-Organisational Issues
 - Systems ↔ Policies ↔ Legislative
- Historical-Cultural Issues
 - Relationship residue
 - Old Incidents ↔ The Stories that live ↔ Lore and Legend

What Do We Know ... What Do We Do ..?

- The “system” changes when people change
- People change when the “system architecture” changes
- Challenging times → Responses (many emotional)
- Swaying between the “emotional responses” and doing the counter-intuitive
- Focus
 - What we can control
 - What we can influence

The “Problem” with “Logic”

- Experiences → Conclusions → Memories → Assumptions
 - Our individual experiences
 - Our national experiences
 - Our collective experiences
 - Our assumptions (even the flawed ones) guide our next set of behaviours – think “elevator”
-
- The diagram illustrates a process flow. At the top, a sequence of four items is connected by right-pointing arrows: Experiences → Conclusions → Memories → Assumptions. Below this, a large green arrow points from left to right. Inside this green arrow, there is a list of three items: Our Memories, Our Conclusions, and Our Assumptions. To the right of the green arrow is a yellow thought bubble containing the text: Our Next Set of Behaviours.



Moving Towards Collaboration ...

■ Sensing

- What do I not know or understand?
- What do I need to take the time to discover / appreciate?

■ Thinking

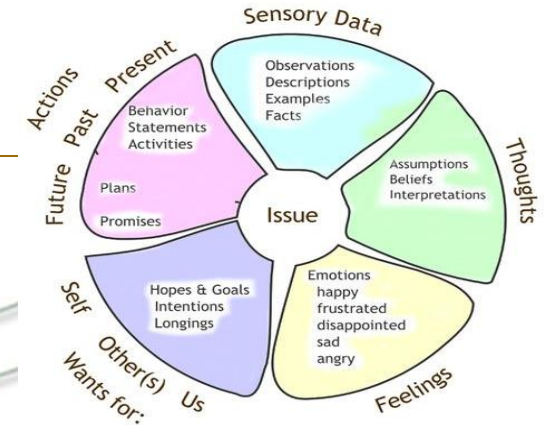
- What conclusions have I formed?
- What assumptions am I making (on the basis of insufficient information)?

■ Feeling

- What am I feeling? What are my colleagues feeling?
- Can I label and express these feelings?

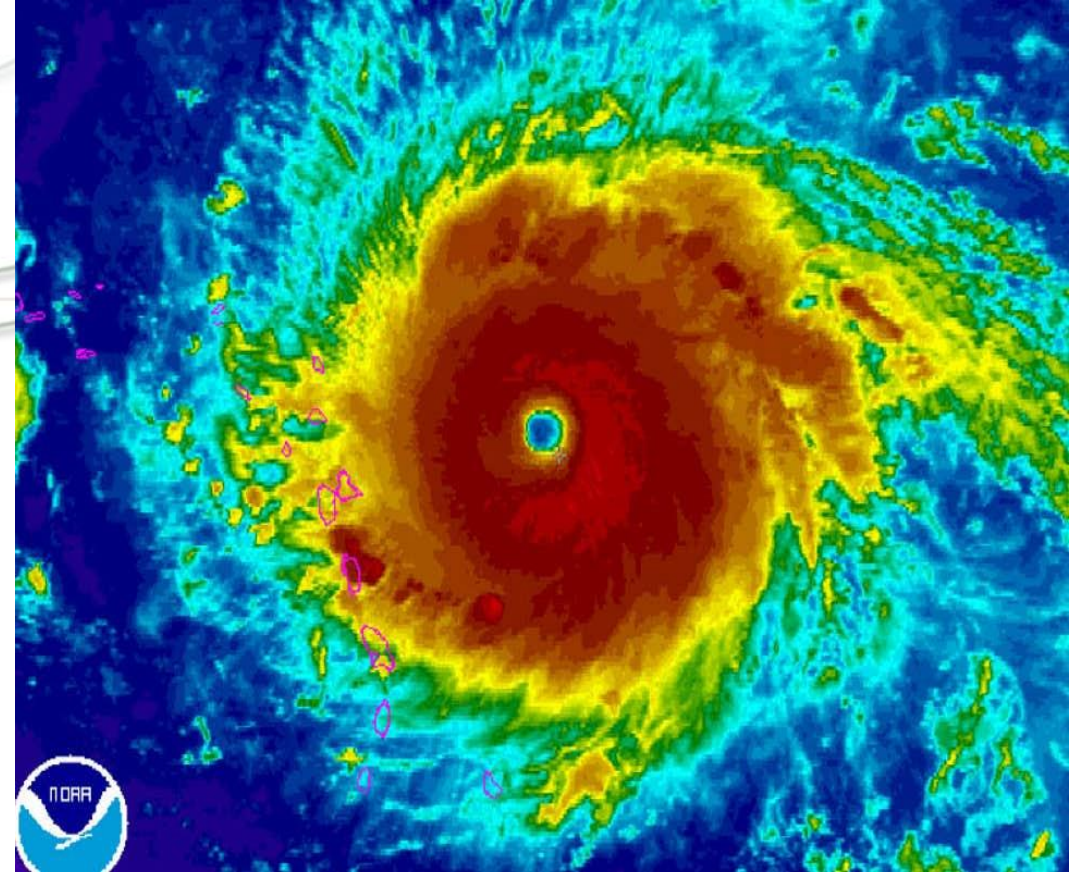
■ Wanting ⇔ Doing

- What am I hoping / longing for? What am I doing?
- Am I being authentic?



Moving Towards Collaboration ...

- The Power of Lenses
- What do we see ..?
 - As Homeowners
 - As Distributors of building supplies
 - As Insurers
 - As Disaster Recovery Personnel
 - As a Climatology PhD Student
 - As ICT Professionals
- How do our conversations differ?
- What is the **collaborative dialogue** that we need to have?



Collaborative ICT Leadership

- What is in the HEART of the leader?
 - What has been my journey to today?
 - Every contact leaves a trace ...
 - What “traces” am I bringing to the collaborative initiative?
 - What are my emotional triggers?
- Lighting the Fire
 - Cricket in the crucible ↔ History and context
 - What is our issue today?
 - What can galvanise us into collaborative action?

Let's Collaborate → Reflections ...



Let's Collaborate → Purpose ↔ Passion

- Discuss and agree on the Purpose of Caribbean ICT Collaboration ...
 - The “why” ... What difference will it make to our people?
 - Beyond the technical ICT issues, what is at the heart of regional collaboration on ICT?
 - What might generate a deep passion for ICT collaboration?
- What might Caribbean ICT Collaboration look like?
 - What do we have to deliver? As ICT drivers, what is our product?
 - Do those deliverables (products) **SPARK the passion** ...
 - In us ...?
 - In our people ...?



Let's Talk ...

