

GREENLAND CONSULTING



Synergistic solutions for a world in transition

COLLABORATIVE LEADERSHIP: Communication Tools for Effective Teams

WA Association of Medical Staff Services

April 24th, 2024

Dr. Katherine Greenland

About
GREENLAND CONSULTING



OBJECTIVES

Give you communication tools that create understanding across difference while increasing your own leadership success.





*What makes a
good leader?*

Collaborative Leadership

The purposeful
exercise of your:

1. **Behavior**
2. **Communication**
3. **Resources**
4. **Influence**

The **structure and climate**
of an environment that
supports a collaborative
relationship.

*Rubin, H. (2002) Collaborative Leadership, Corwin Publishing,
Thousand Oaks, CA.*

TOOLS

SPONSORSHIP

CONNECTION

FEEDBACK

INFLUENCE

EMPATHY

Integrity

Inclusion

Support

Innovation

Team Work

Respect for All

Trust

Collaboration

**TOOL
#1**

CONNECTION

**TOOL
#2**

EMPATHY

Why is communication important?

Draw a tree.

Communication is Everything.



Collaborative Leadership requires Collaborative Ownership

How can executive departments provide better support to operational departments?

How can operational departments take more ownership over their company wide outcomes?





**TOOL
#3**

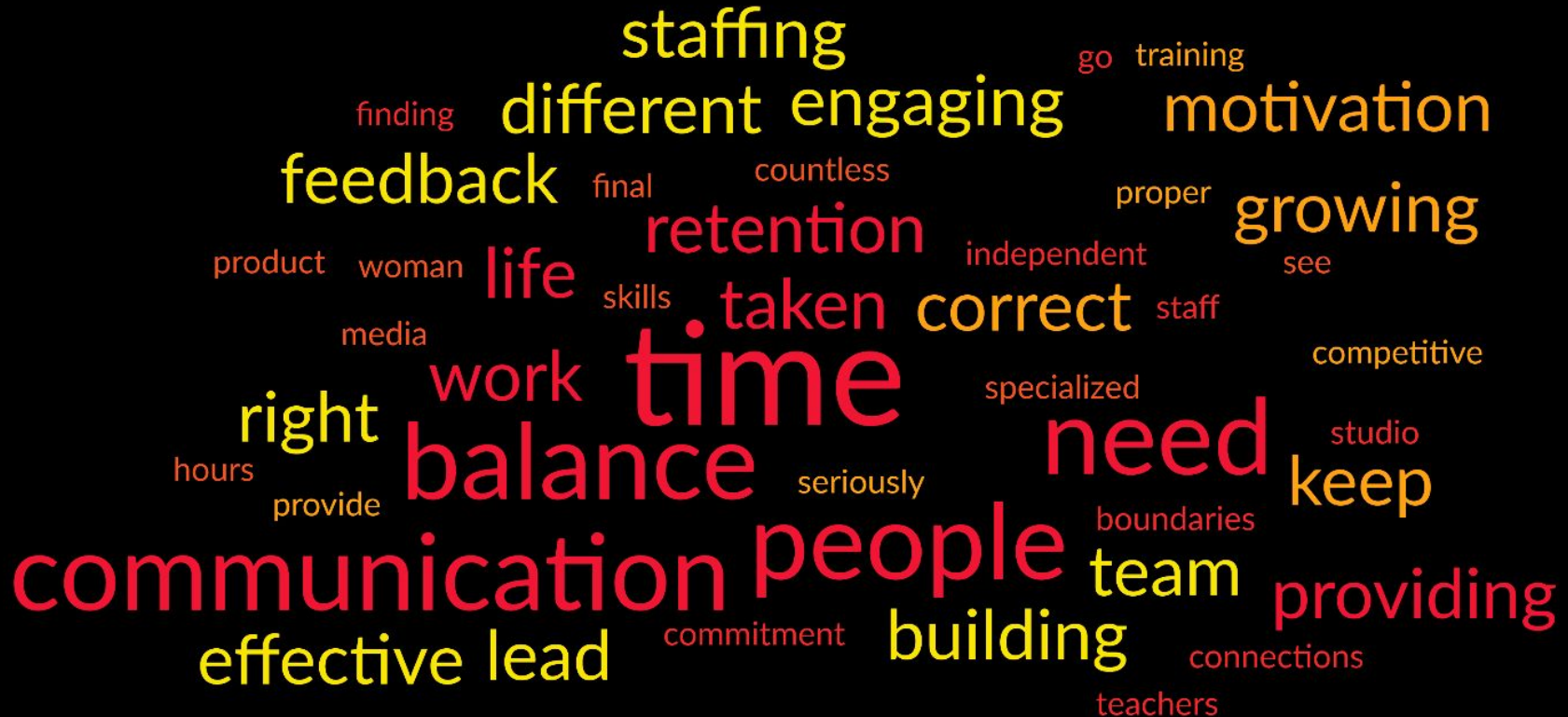
SPONSORSHIP

Be a sponsor



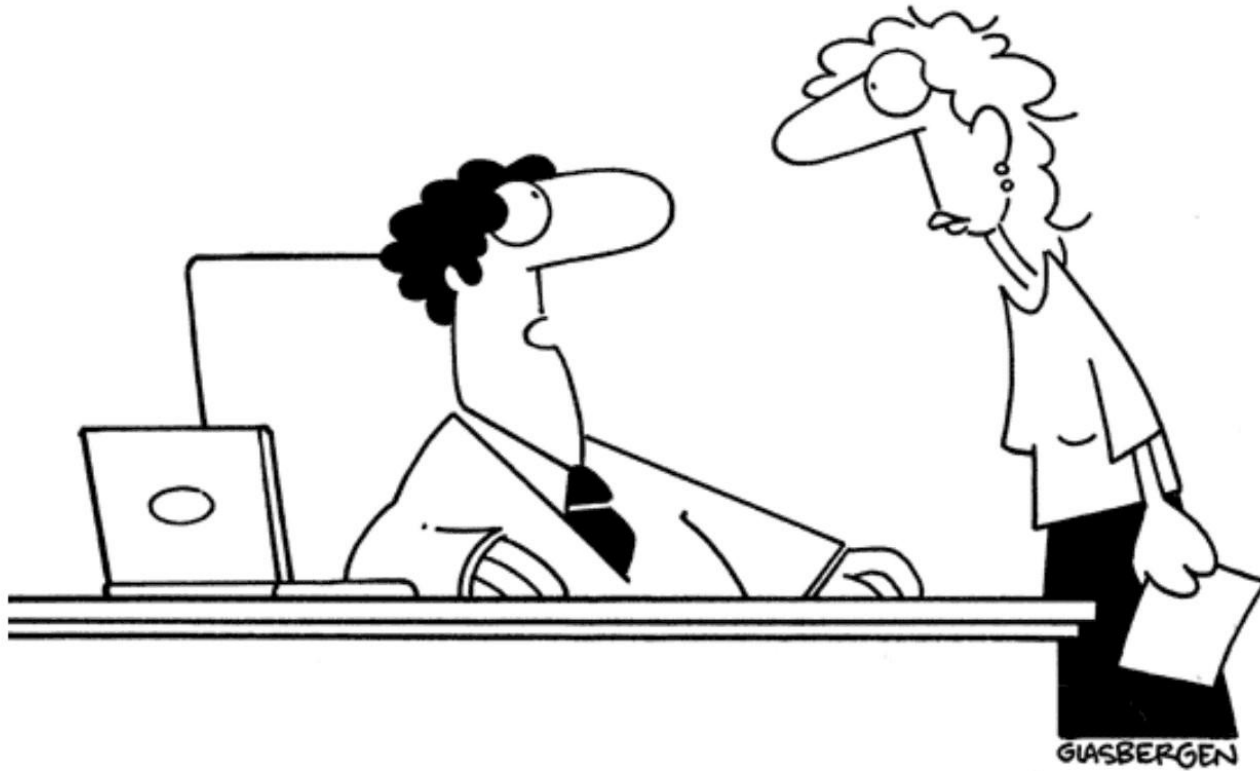
Find a sponsor

WHAT IS YOUR GREATEST CHALLENGE?



WHAT DO YOU NEED NOW?





**“I would like you to be more self-reliant, show more initiative,
and take greater personal responsibility — but check with me first!”**

INFLUENCE STYLES

1. Rationalize
2. Inspire
3. Consult
4. Ingratiate
5. Appeal
6. Exchange
7. Network
8. Legitimize
9. Pressure

Erdogan, B., & Bauer, T. (2009). Perceived Overqualification and Its Outcomes: The Moderating Role of Empowerment. *Journal of Applied Psychology*, 94(2), 557-565.

INFLUENCE



TOOL #4

**LET'S PLAY
A GAME!**

COMMON RESPONSES TO INFLUENCE

1. Resistance
2. Compliance
3. Commitment

INFLUENCE



TOOL #4



TOOL #5

GIVE AND REQUEST FEEDBACK

- Objective
- Descriptive
- Concrete
- Actionable



"My last comment 'appeared' to be inviting feedback.
Do not be fooled."



**WHEN TO
REQUEST
FEEDBACK**

**WHEN TO
OFFER
FEEDBACK**

NEXT STEPS





Give feedback to Katherine

1. Scan this QR code



or go to talk.ac/katherinegreenland

2. Enter this code on the screen

LEADER

GREENLAND CONSULTING



Synergistic solutions for a world in transition

THANK YOU

Dr. Katherine Greenland

425 894 0079

@GreenlandConsulting

#GreenlandConsulting

www.KatherineGreenland.com