Designing Collaborative Workplaces

(Formerly Building Smart Teams)

Advancing Your High Performance Teams and Creating a New Workplace Culture
Why Choose Queen’s IRC?

Queen’s IRC focuses on developing and delivering human resources, labour relations, and organizational development programs for busy practitioners.

Get the Queen’s IRC advantage:

- 80 years of evidence-based training
- Custom solutions delivered across Canada
- Coaching from industry leaders with real-world experience
- Practical simulations and tools that apply to your work environment
Teamwork is essential to organizational success – but today, the speed of change and innovation is driving a new team structure. Leaders are now bringing together employees from across an organization to contribute to projects, and regrouping them into new teams as opportunities arise. It’s all about collaboration – not just a good practice, but a core organizational competence.

Organizations can reap the benefits of a collaborative advantage by transitioning to managing a team of teams, a work culture that evolves and shifts fluidly to meet project demands and schedules, while aligning to corporate strategy and goals. Our Designing Collaborative Workplaces program gives you the knowledge and tools you need to create that framework; building trust and enabling individuals to maximize their contribution in a high performance environment.

**Learning Outcomes**

Learn how to:

- Recognize the essential behaviours that drive team success
- Develop core team skills and processes for innovating, partnering and executing
- Populate your teams with the right skills, talents and resources
- Support your teams as they form and become productive
- Develop a framework that empowers your teams yet keeps them focused and aligned with other efforts
- Identify the DNA and logic of a truly collaborative workplace and how to promote it

**Organizational Benefits**

- Tools and resources for creating a high performance culture through teamwork
- Capabilities to foster innovation and continuous learning through teamwork
- Transformational learning to align your organization’s capabilities with the knowledge economy
- Evidence-based knowledge with real-world application to your workplace
- Transition planning toolkits to guide back-home planning
Creating Collaborative Advantage

Collaboration has emerged as a core organizational competency and is critical for success in today’s workplace. Our Designing Collaborative Workplaces program takes a deep dive into the why, what and how of collaboration, giving you key insights into the essential conditions for building high performance teams, enabling collaborative workplaces, and creating engaging work spaces for collective learning.

a) Team Fundamentals for High Performance
We begin with an introduction to what makes teams high performing. Our research based model identifies the core skills and processes teams need to effectively learn, innovate, and execute together.

You will learn:
- Team management practices to help members organize for success and get up to speed quickly
- Approaches and tools for innovative problem solving, including idea generation, prototype development, and solution generation
- How to engage team members and inspire trust, while at the same time honouring diversity and managing the inevitable conflicts inherent in collaborative work

b) The Why of Collaboration: Exploring the Competitive Landscape
We will explore how the effects of globalization, technology, demographics and the knowledge economy are driving the need for collaborative work and workplaces.

You will:
- Learn about trends and issues that are changing the way we work
- Explore a continuum of collaborative work and workplace relationships from cooperation, to coordination, to co-creation
- Explore the essential conditions for collaborative work, including how values, principles, and practices build trust and promote sharing

Identify barriers to collective learning in your organization

c) Beyond Fundamentals: Collaborative Learning and Innovating
Traditionally team tasks have focused on product and service improvements and relied on techniques designed for planning and executing. As workplace challenges become more complex and the problem space more volatile, new approaches to working, favouring learning and innovation over execution, are required.

You will learn:
- The art of framing your team challenge for learning and innovation
- The mindsets, skills and behaviours collaborators require to learn together; seeking, integrating and adapting to improve
- How experimentation and active learning as you go, is replacing traditional problem solving methods
- Essential techniques and tools for leveraging and building on the diverse talents, insights, and experiences of team members
- The importance of reflection and after action reviews for assessing results, uncovering new ideas, and continuous adjustments
- The essential role of trust and psychological safety in promoting team learning and how you can create it
Implement.

d) A new framework for a team of teams
Transitioning to a collaborative workplace culture requires a thoughtful approach that includes a supportive environment for flexible teams and shifting roles. We will show you how to create a solid platform that embeds collaborative practices into your organization and creates highly engaging work spaces for your teams to excel.

You will:

■ Learn the value of shaping work as a collaborative effort instead of a solo task
■ Learn the art of forming co-evolving teams and scoping who should be involved and how
■ Create a platform of supportive practices, tools, principles and technologies to help teams quickly become productive

Learning Beyond the Classroom

Our learning programs are focused on your growth:

■ Opportunities to network with high-level colleagues from across the country
■ Coaching and individual feedback from internationally-renowned facilitators with real-world experience
■ Skills and strategies that directly apply to work environments
■ Experiential programming to test theories and ideas
■ Mentoring beyond classroom sessions

Explore the role of leadership in setting the outcomes, pace and tempo of collaborative work, as well as coaching collaborative performance

Expand your toolbox of techniques to foster creativity and learning amongst team members

An Interactive Approach

Learn by doing. Our experiential learning approach gives you real-world experience in a collaborative environment, allowing you to test theories and understand a new workplace from a range of perspectives. As a member of our collaborative community, you will interact with colleagues in various configurations, playing different roles in each and learn about the value of each contribution.

You will:

■ Gain first-hand experience in a collaborative setting in a range of roles
■ Explore the iterative learning process
■ Learn about technology and tools that can facilitate collaboration
■ Understand why space matters – and how to create an engaging space for your team of teams
Facilitators and Guest Speakers

**Brenda Barker Scott (Lead Facilitator)**

Brenda is a groundbreaker with a passion for creating workplaces that inspire, connect and grow people. Over her twenty-year career in teaching and consulting, Brenda has led ambitious renewal efforts aimed at enhancing innovation and collaboration with provincial governments and agencies, school boards, not-for-profits and private firms.

When working with leadership teams, she combines strong theoretical knowledge with practical methodologies to ensure that the right people are engaged in the right conversations to design robust and workable strategies.

[https://irc.queensu.ca/facilitators/brenda-barker-scott](https://irc.queensu.ca/facilitators/brenda-barker-scott)

*The roster of guest speakers may change. We will do our best to keep you informed of program changes.*
Registration Kiosk

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We offer four easy ways to register:
Web: Complete the online form at: irc.queensu.ca
Telephone: Reserve by calling toll-free: 1-888-858-7838
Fax: (613) 533-6812
E-mail: irc@queensu.ca

Confirmation and information on program location, check-in time, and agenda will follow.

Registration and Fees
Program fees include tuition, workbook materials, lunches, and some dinners. For all programs, payment in full is required one month before the program begins.

Register 60 days prior to a program and save $300 on the tuition of four- and five-day programs, and $150 on two- and three-day programs.

Register three people from the same organization in the same program at the same time, and receive a 10% discount on program fees. Register five or more people in the same program at the same time, and receive a 20% discount.

If you know you will be pursuing a Queen’s Certificate and would like to remit tuition in one payment before your first program, we offer a special fee with a considerable saving. Contact our Program Administration office for details.

Note: Only one discount may be applied.

Cancellation Policy
Substitutions are permitted with no penalty 8 days or more from the program start date.
Substitutions 7 days or less before the program start date will be subject to a $500 charge.
Transfers and cancellations are permitted with no penalty up to 15 days prior to the program start date.
Transfers and cancellations 14 days or less from the program start date will be subject to a 100% charge of the program fee.

Location and Accommodation
Please refer to our website, irc.queensu.ca, for the latest information on venues.