The Collaboration Guide

Debriefing Session

Preparation   **Date...................................**

What are the things you want to go over from the week? Emphasize on events and behaviour, not personality. Provide specific examples and data to support your argument, grounding the conversation in reality and helping both understand the context.

There are several factors that will ensure this session will be fruitful. Criticism should be framed in terms of behaviour or performance rather than personal attributes. Recognize and value each individual's unique experiences and perspectives. This will create a non-judgmental environment for open expression. Demonstrate active listening by valuing the recipient's opinion, asking clarifying questions, and seeking to understand their perspective. Tailor your language according to the recipient.

KPI Achievements

- What are the achievements of last week?

- Why were they successful?

- What are your strengths, that contributed to the achievement?

- What are other's strengths, that contributed to the achievement?

Challanges

- What challenges occurred during the past week and how were they handled?

- Why do you think they occurred? Reflect on what you could have done to prevent it or to solve it and why you did not.

- What is the area for improvement? Reflect on your personal contribution to address the challenges

- What are the actionable steps to address it and what are the tools or support needed to address said area?

- What are specific behaviours and KPIs, which will show us that this area for improvement is having progress?

Agenda for next week

Discuss the agenda for next week - tasks, prioritisation, monitoring and control, to ensure that processes go smoothly and KPIs are achieved.

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Long-term Focus Session

Preparation   **Date......................................**

In the context of your role, what are your needs, related to reaching organisation's performance goals?

In the context of your role, what are your expectations from the other in order to reach organisation's goals?

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Goals

- What are our short-term, mid-term and long-term goals?

- How should the business adapt in catering clients, taking into account the market trends, demand and customer preferences (based on analytics and statistics form the last period)?

- What does each need to achieve said goals and what performance metric and behaviour would be satisfying?

- Agree on actionable and measurable steps to reach the short-term and mid-term goals that add up to achieve our long-term goals.

Needs & Expectations

This discussion aims to facilitate a conversation between you to share your needs and expectations in order for both roles to succeed in their work. This is key for your collaboration and contributing to the company's success. The CEO starts first.

The CEO

- Am I on the right track with my approach to you in guiding you in your role?
- What support do you need form me for you to do your job well?
- What are your expectations from my role?

The Manager

- Am I on the right track with executing my role?
- What are your expectations from my role?
- What support do you need form my role to contribute to yours?

Closing

Plan what you want to touch upon next time and make notes. This is important for your long-term focus, emphasizing your work dynamic as a manager and a CEO.

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Brainstorm Session

Preparation   **Date.................................**

Think of pain points that hinder, limit or slow down the work process. What are the negatives of said pain points.

Support, Knowledge & Ideation

- What improvement can be made on this particular process? Do you have ideas from your experience from other companies or past projects?

- How can this be implemented? Create an action plan.

- What is missing and how can we acquire it? (training, resources, capital, etc.)

- What is this implementation's influence on others?

- How can we create space for this intervention?