Building Inter-Agency Relationships: Solving the Mystery Short

William Betts, Ph.D.
Yvonne Kellar-Guenther, Ph.D.
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Hands-On Collaboration
Collaboration

• “Combining resources from two or more agencies to achieve results they cannot achieve by themselves” (Gardner, 2007)

• More than BOGSAT
• Entrepreneurial Spirit
• See Problems Integratively (as wholes)
• Only way to tackle complex problems
The World Runs on Relationships

• “A strong professional network extends your sphere of opportunity far beyond your direct contacts. Opportunities often arise as a result of one-off meetings, in which one of your direct contacts is meeting with someone you don’t even know.” (Moran, 2006)

• Finding jobs through Networking

• The Tipping Point (Gladwell, 2000)
Developing And Maintaining Relationships On An Institutional Level

- The Co-location Fallacy (Gardener, 2007)
- Personal Contact- nothing succeeds like a butt in the seat
- Form the relationship before you need it
- Developing the Us Mentality
Developing Relationships on an Individual Level

• Keeping to the rules in a conversation
• Getting others to talk
• Listening
• Stressing similarities
• Altruism – assisting other
Relationships on Individual Level

- Recognizing others for what they do well
- Violation of expectations weighs more strongly
  - Gottman found you need 5 positive messages for every negative to be viewed as balanced
Maintaining Relationships on Individual Level

- Reliability
- Open communication
- Listening
- Symbolic contact
  - Call to check in
- Celebrate milestones
- Rituals and anti-rituals
Elements Of Conflict

• What creates conflict?
  – Interdependent Relationship
  – Struggle – real or perceived
    • Perceptions about your thoughts and feelings
    • Perceptions about the other’s thoughts and feelings
  – Perception of Conflicting Goals
  – Perceived Scarce Resources
    • Perceived physical, economic, or social consequence
  – Perceived Interference from Other
How Destructive and Constructive Conflict Differ

• Avoidance leads to Destructive Conflict
• Important to be Flexible
  – Inflexibility and Rigidity lead to Destructive Conflict
• Importance of re-framing so common goals
• Focus on the relationship, not the individuals
• May need 3rd party to help you step “outside” of the process and view the situation from a different view
Conflict Management vs. Conflict Resolution

• Deliver complaints in a constructive way (Alberts)
  – Focus on behavior (not person, personality, etc.)
  – Use I statements (e.g. I feel . . . )
  – Don’t use the kitchen-sink approach

• Ask clarifying questions
  – Summarize what is being said and ask questions to make sure you understand
Conflict Management vs. Conflict Resolution

- Tell others your own view of reality
- Avoid all harmful statements
- Okay not to agree on everything. What is necessary to move forward.
- Important to Identify What Goals have in common
- Address resource issue
  - Ways to share?
Contact Information

Bill Betts, Ph.D.
303.315.1275
William.betts@uchsc.edu

Yvonne Kellar-Guenther, Ph.D.
303.315.1945
Yvonne.kellar-guenther@uchsc.edu

Colorado WIN Partners/UCDHSC
4200 East Ninth Avenue, C 230
(mailing only)
Denver, CO 80262
303.315.1271